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**K1A 0S5**

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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**

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**4C2, Place du Portage**

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**Québec**

**K1A 0S5**

<b>Title - Sujet</b> TBIPS - PROFESSIONAL SERVICES	
<b>Solicitation No. - N° de l'invitation</b> T8086-152167/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> T8086-152167	<b>Date</b> 2017-01-20
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-384-30689	
<b>File No. - N° de dossier</b> 384zm.T8086-152167	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-02-08</b>	<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST
<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> Beaudoin, Michael	<b>Buyer Id - Id de l'acheteur</b> 384zm
<b>Telephone No. - N° de téléphone</b> (873) 469-4892 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1207
<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 (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**

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#### **THIS AMENDMENT IS RAISED TO:**

- **INCLUDE QUESTIONS AND ANSWERS TO THE SOLICITATION**
  - **MODIFY ATTACHMENT 4.2 PRICING SCHEDULE IN ORDER TO REMOVE THE “ESTIMATED LEVEL OF EFFORT”**
  - **DELETE ARTICLE 3.2 (IV) PREVIOUS SIMILAR PROJECTS**
  - **MODIFY ANNEX A STATEMENT OF WORK AND ATTACHMENT 4.1 BID EVALUATION CRITERIA TO CORRECT THE DEFINITION OF COTS SOFTWARE**
  - **INSERT APPENDIX 1 TO ATTACHMENT 4.1 BID EVALUATION CRITERIA**
  - **MODIFY ARTICLE 5.3 (II) CERTIFICATION OF LANGUAGE**
- 

**Question 15:** Several of the mandatory and rated requirements are dependent on experience gained within the last xx years prior to the closing date of the solicitation. It is quite standard for solicitations of this nature to be extended to accommodate questions and answers, clarifications, requirement revisions, etc. which may shift the closing date into a new month and therefore changing the time period bidders can use to demonstrate their experience. This often results in additional requests for extensions as bidders have to re-evaluate the experience they are demonstrating and may have to modify large portions of their bid. To prevent this from occurring, would the Crown consider locking down the terms according to the current closing date (xx to December 2016) regardless of any possible extensions or to the bid issue date?

#### **Answer 15:**

For evaluation purposes the start date for the duration of experience claimed will be calculated based on the original posting period of the RFP.

**i.e.** The Bidder must demonstrate experience within the last 12 years. The start date will be calculated backwards from the original closing date of January 18, 2017.

Experience claimed up to the revised closing date will be accepted.

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**Question 16:** With the recent holidays a lot of people are extending their time off and not returning to work until January 9<sup>th</sup> which makes it difficult to get in touch with resources. Given this, along with the large level of effort required for this submission, would the Crown please grant a 2 week extension to February 1, 2017?

Referring to Attachment 4.2 – Pricing Schedule: The Crown has provided an estimated number of days as well as an estimated number of resources required per category for each stream as part of calculated the Total Cost. The estimated number of days is consistently the same with each category but the estimated number of resources varies. For example: In Workstream 3, all categories require an estimated 3-5 resources except for the Project Manager, which jumps to 15 resources. By including such a large difference in the estimated number of resources between each category, it encourages vendors to propose or "tank" rates for the category (ies) with the higher number of resources as vendors will do this to keep their Total Cost down for financial evaluation. Would the Crown please consider eliminating the Estimated Number of Resources column for calculating Total Cost to ensure they receive competitive market rates for which vendors can provide quality resources and eliminate vendors proposing extremely low rates and thus not being able to supply the qualified resources?

**Answer 16-1:** Canada has provided an extension to the closing date of the Solicitation to February 8, 2017.

**Answer 16-2:** Canada agrees with your assessment and will remove the "Estimated Number of Resources" from Attachment 4.2.

**AT ATTACHMENT 4.2, PRICING SCHEDULE:**

**DELETE:** In its entirety.

**INSERT: ATTACHMENT 4.2 PRICING SCHEDULE**

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**ATTACHMENT 4.2 PRICING SCHEDULE**

**WORKSTREAM 1**

INITIAL CONTRACT PERIOD				
DATE OF CONTRACT AWARD TO MARCH 31, 2020				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
HELP DESK SPECIALIST	Level 1	720	\$	\$
HELP DESK SPECIALIST	Level 2	720	\$	\$
OPERATIONS SUPPORT SPECIALIST	Level 1	720	\$	\$
OPERATIONS SUPPORT SPECIALIST	Level 2	720	\$	\$
Total Price Initial Contract Period				\$

OPTION PERIOD 1				
APRIL 1, 2020 TO MARCH 31, 2021				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
HELP DESK SPECIALIST	Level 1	240	\$	\$
HELP DESK SPECIALIST	Level 2	240	\$	\$
OPERATIONS SUPPORT SPECIALIST	Level 1	240	\$	\$
OPERATIONS SUPPORT SPECIALIST	Level 2	240	\$	\$
Total Price Option Period 1				\$

OPTION PERIOD 2				
APRIL 1 2021 UP TO MARCH 31, 2022.				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
HELP DESK SPECIALIST	Level 1	240	\$	\$
HELP DESK SPECIALIST	Level 2	240	\$	\$
OPERATIONS SUPPORT SPECIALIST	Level 1	240	\$	\$
OPERATIONS SUPPORT SPECIALIST	Level 2	240	\$	\$
Total Price Option Period 2				\$

TOTAL BID PRICE	
(INITIAL CONTRACT PERIOD + OPTION PERIOD 1 + OPTION PERIOD 2)	\$

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**ATTACHMENT 4.2 PRICING SCHEDULE**

**WORKSTREAM 2**

INITIAL CONTRACT PERIOD				
DATE OF CONTRACT AWARD TO MARCH 31, 2020				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
BUSINESS ANALYST	Level 2	720	\$	\$
TECHNICAL WRITER	Level 2	720	\$	\$
SYSTEM ADMINISTRATOR	Level 2	720	\$	\$
TECHNICAL ARCHITECT	Level 2	720	\$	\$
TECHNOLOGY ARCHITECT	Level 3	720	\$	\$
ENTERPRISE ARCHITECT	Level 3	720	\$	\$
Total Price Initial Contract Period				\$

OPTION PERIOD 1				
APRIL 1, 2020 TO MARCH 31, 2021				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
BUSINESS ANALYST	Level 2	240	\$	\$
TECHNICAL WRITER	Level 2	240	\$	\$
SYSTEM ADMINISTRATOR	Level 2	240	\$	\$
TECHNICAL ARCHITECT	Level 2	240	\$	\$
TECHNOLOGY ARCHITECT	Level 3	240	\$	\$
ENTERPRISE ARCHITECT	Level 3	240	\$	\$
Total Price Option Period 1				\$

OPTION PERIOD 2				
APRIL 1 2021 UP TO MARCH 31, 2022.				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
BUSINESS ANALYST	Level 2	240	\$	\$
TECHNICAL WRITER	Level 2	240	\$	\$
SYSTEM ADMINISTRATOR	Level 2	240	\$	\$
TECHNICAL ARCHITECT	Level 2	240	\$	\$
TECHNOLOGY ARCHITECT	Level 3	240	\$	\$
ENTERPRISE ARCHITECT	Level 3	240	\$	\$
Total Price Option Period 2				\$

TOTAL BID PRICE	
(INITIAL CONTRACT PERIOD + OPTION PERIOD 1 + OPTION PERIOD 2)	\$

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**ATTACHMENT 4.2 PRICING SCHEDULE**

**WORKSTREAM 3**

INITIAL CONTRACT PERIOD				
DATE OF CONTRACT AWARD TO MARCH 31, 2020				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
ENTERPRISE ARCHITECT	Level 3	720	\$	\$
PROJECT EXECUTIVE	Level 3	720	\$	\$
PROJECT ADMINISTRATOR	Level 1	720	\$	\$
PROJECT ADMINISTRATOR	Level 2	720	\$	\$
PROJECT MANAGER	Level 3	720	\$	\$
Total Price Initial Contract Period				\$

OPTION PERIOD 1				
APRIL 1, 2020 TO MARCH 31, 2021				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
ENTERPRISE ARCHITECT	Level 3	240	\$	\$
PROJECT EXECUTIVE	Level 3	240	\$	\$
PROJECT ADMINISTRATOR	Level 1	240	\$	\$
PROJECT ADMINISTRATOR	Level 2	240	\$	\$
PROJECT MANAGER	Level 3	240	\$	\$
Total Price Option Period 1				\$

OPTION PERIOD 2				
APRIL 1 2021 UP TO MARCH 31, 2022.				
(A)	(B)	(C)	(D)	(E)
RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE OR LOWER MEDIAN BAND LIMIT RATE WHICHEVER IS HIGHER	TOTAL COST (C x D)
ENTERPRISE ARCHITECT	Level 3	240	\$	\$
PROJECT EXECUTIVE	Level 3	240	\$	\$
PROJECT ADMINISTRATOR	Level 1	240	\$	\$
PROJECT ADMINISTRATOR	Level 2	240	\$	\$
PROJECT MANAGER	Level 3	240	\$	\$
Total Price Option Period 2				\$

TOTAL BID PRICE	
(INITIAL CONTRACT PERIOD + OPTION PERIOD 1 + OPTION PERIOD 2)	\$

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**Question 17:** A response to multiple workstreams is extremely complex due to the large number of resource grids involved. Will the Crown please grant a three-week extension which would allow qualified, experienced vendors to respond to multiple workstreams resulting in more compliant and quality choices for Transport Canada?

**Answer 17:** Canada has provided an extension to the closing date of the Solicitation to February 8, 2017.

**Question 18** Please confirm if the resource grids (starting on page 72) are to be completed and provided as part of the RFP response. If so please confirm if we are only required to provide one (sample) grid per role

**Answer 18:** The Bidder should provide one resource per resource category in response to this Solicitation. Please refer to **Article 3.2 Section 1: Technical Bid (V) For Proposed Resources** for further information.

**Question 19** Would the Crown consider changing the Corporate Mandatory Requirement M1 to the following?

**Corporate Qualifications – Project Summaries**

The Bidder must have been awarded at least three (3) IM/IT contracts, wherein they provided the same or similar services for the Workstream they are bidding on, of which at least one was for a Government organization (Federal, Provincial, Municipal Crown Corporation) client.

Bidders must clearly identify which Workstream they are bidding on.

For each contract identified:

- a) the contract value must be at least \$1M;
- b) the contract must have been awarded at least twelve (12) months prior to the closing date of this solicitation and no later than ten years prior to the closing date of this solicitation;
- c) the contract must have a duration of at least **one** year within the last ten years. (note: duration does not include option periods that have not been exercised); and
- d) the Bidder must have provided at least **5** resources simultaneously for a period of at least 12 consecutive months within the last ten years.
- e) to demonstrate this experience the Bidder must submit customer references for three individual IM/IT contracts (one reference for each contract) managed within the last ten (10) years. The references must include:
  - i. the name of the organization;
  - ii. the contract number;

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- iii. a description of the services provided;
- iv. the name, and either the telephone number or e-mail address of the organization's contact responsible for the contract;
- v. the contract award date;
- vi. the contract expiry date;
- vii. the dollar value of the contract; and
- viii. the number of resources provided.

Only experience claimed since December 1, 2006 will be accepted.

**Justification:**

1. By requesting the contract value for each contract to be at least \$2M, the Crown is discounting any Tier 1 contract references under the TBIPS supply method. As a current supplier, in good standing, of professional services to Transport Canada we believe that corporate experience on contracts where we've provided resources for multiple categories should be considered. Would the Crown consider revising the requirement to include contracts with a value of at least \$1M?
2. In our experience with larger "as and when requested" supply arrangements (SA's), that result in multiple contract awards, Tasks Authorization (TA's) are assigned and distributed among the winning vendor's. It is excessively restrictive to request that vendors demonstrate that they have supplied 10 concurrent resources for a 12 month period. Would the Crown consider revising the number of resources simultaneously provided for a period of at least 12 consecutive months be reduced to 5 resources?
3. Component b) of the requirements states that each contract must have been awarded at least 12 months prior to the closing date of the solicitation. However component c) asks for a duration of at least 2 years within the last 10 years prior to the closing date of the solicitation. If a contract was awarded 13 months prior to the closing date of the solicitation, this contract would not have a 2 years duration within the last 10 years. Would the Crown consider revising the duration of the contract to at least 12 months within the past 10 years prior to the closing date of the solicitation?

**Answer 19–1:**

Based on the complexity and value of the requirement, Canada has determined that this is a Tier 2 solicitation and therefore the text will not be modified.

**Answer 19–2**

**AT ATTACHMENT 4.1, BID EVALUATION CRITERIA, CORPORATE EVALUATION CRITERIA:**

**DELETE:**



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d) the Bidder must have provided at least **10** resources simultaneously for a period of at least 12 consecutive months within the last ten years.

**INSERT:**

d) the Bidder must have provided at least **5** resources simultaneously for a period of at least 12 consecutive months within the last ten years.

**Answer 19-3**

**AT ATTACHMENT 4.1, BID EVALUATION CRITERIA, CORPORATE EVALUATION CRITERIA M1, BULLET B:  
DELETE:**

b) the contract must have been awarded at least twelve (12) months prior to the closing date of this solicitation and no later than ten years prior to the closing date of this solicitation;

**Question 20** How many completed resource qualification grids are required per category per workstream?

**Answer 20:** An answer has already been provided, please refer to Answer 18.

**Question 21** With respect to M1, may a given reference contract be used across multiple workstreams, as long as it includes the same or similar services as those workstreams?

**Answer 21:** Yes.

**Question 22** Given the nature and extent of information requested in proposal responses, and in light of the recently completed holidays, in order to be able to prepare a quality response we request a two-week extension to the proposal due date (to February 1, 2017).

**Answer22:** Canada has provided an extension to the closing date of the Solicitation to February 8, 2017.

**Question 23 \* Specific to Workstream 1 (IM/IT Operational Support)**

With reference to both Corporate Qualifications and Resource Qualifications, we request that the range of help desk/service desk technologies used be expanded to include any relevant technology where experience was gained.

**Answer23:** The current description is sufficient and satisfies Canada's requirement. This requirement will remain unchanged.

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**Question 24** As Bidder's must submit responses for each Workstream as a separate proposal (which will be evaluated independently, resulting in separate contracts), can the Crown please confirm that Bidders may present the same resource in the role of "P.2 Enterprise Architect, Level 3" which is required in both Workstream 2 and Workstream 3.

**Answer 24:** No, the Bidder must not propose the same resource more than once in response to this solicitation. Please refer to **Article 3.2 Section 1: Technical Bid (V) For Proposed Resources** for further information.

**Question 25** Please confirm whether the P.6 Project Administrator, Level 2 submitted as part of this solicitation is required to be bilingual.

**Answer 25:** Yes, the requirement is for a bilingual resource. Please refer to Article 5.3 (II) **CERTIFICATION OF LANGUAGE – (ENGLISH ESSENTIAL) - (BILINGUAL)** for more details on the specific language requirements.

**Question 26** Attachment 4.1 Bid Evaluation Criteria, Corporate Qualifications, R1 on page 70 requests IT professional consulting services experience "defined as equivalent to any of the common activities for the resource categories offered under the applicable Workstream described in Annex A and are described on a per resource category basis" and that "Work will be considered to be "closely matched" if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given Resource Category". Please confirm that if Bidders are using previous TBIPS contracts to demonstrate experience and the TBIPS resource categories are identical to those requested in this RFP, then no further mapping of job responsibilities is required to be considered "similar" or "closely matched".

**Answer 26-1:** If Bidders are using previous TBIPS contracts to demonstrate experience, providing the name of the TBIPS resource category will suffice. For the purpose of clarity, the evaluation criterion has been reviewed and is modified as follows:

**AT 3.2 SECTION 1 TECHNICAL EVALUATION, PARAGRAPH (IV):**

**DELETE:** In its entirety.

**Answer 26-2:**

**AT ATTACHMENT 4.1 BID EVALUATION CRITERIA, CORPORATE QUALIFICATIONS, R1:**

**DELETE:** In its entirety.

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**INSERT:**

R1.	<p>The Bidder should demonstrate that it has sufficient recent experience providing *IT Professional consulting services. To demonstrate this experience, the Bidder must have invoiced for more than \$2,000,000 of IT Professional consulting services. Only work invoiced for since October 1, 2006 will be accepted.</p> <p>The following information must be provided to substantiate the business volume claimed:</p> <ol style="list-style-type: none"><li>Contract number</li><li>Start and end date of the Contract(s)</li><li>Amount invoiced for the contract</li><li>Identify the services billed for</li></ol> <p>*Only consulting services that match the resource categories for the applicable work stream of this solicitation will be accepted for evaluation purposes.</p> <p>If a Bidder is using TBIPS contracts to demonstrate experience, listing the resource categories will suffice.</p> <p>For non-TBIPS contracts, the work performed must be similar to the generic tasks described for the applicable resource category under TBIPS. The bidder must indicate the equivalent TBIPS resource category in its response.</p> <p>A copy of the TBIPS resource categories and their generic task lists for the resource categories that will be accepted for evaluation purposes has been attached for reference as Attachment 4.1 Appendix 1.</p> <p><b>Note: After bid close, If Canada requests clarification or verification of the information provided for R1, the Bidder must provide the contact information for the reference contract. If the Bidder is unable to provide the information requested, the experience claimed will not be considered for evaluation purposes.</b></p>	<p>Max - 9 Points</p> <p>Points will be awarded based on business volume invoiced in the following manner (M = Million):</p> <p>&gt;\$2M to \$3.5M = 3 points &gt;\$3.5M to \$5M = 6 points &gt;\$5M or higher = 9 points</p>	
Total: 9 points			

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**Answer 26-3:**

**AT ATTACHMENT 4.1, BID EVALUATION CRITERIA:**

**INSERT: APPENDIX 1- TBIPS RESOURCE CATEGORY DESCRIPTIONS**

## **ATTACHMENT 4.1 — APPENDIX 1**

### **TBIPS RESOURCE CATEGORY DESCRIPTIONS**

#### **TASK-BASED INFORMATICS PROFESSIONAL SERVICES STANDING OFFER/SUPPLY ARRANGEMENT**

#### **WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT**

<b>B.10 Help Desk Specialist</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems</li><li>• Perform initial problem analysis and triage problem to other appropriate staff when appropriate.</li><li>• Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance.</li><li>• Develop, implement, and/or participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends.</li><li>• Develop, implement, and/or participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks.</li><li>• Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage.</li><li>• Participate in on-site installations of network systems for users.</li><li>• Perform other related duties incidental to the work described herein.</li></ul>
<b>B.13 Operations Support Specialist</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Provide systems administration and systems operations support, including setting up user access, user profiles, back up and recovery, day-to-day computer systems operations.</li><li>• Perform software upgrades, and apply patches.</li><li>• Provide customer interface to ensure requested changes are implemented.</li><li>• Monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources.</li></ul>

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## **WORKSTREAM 2 – IM/IT BUSINESS SUPPORT**

### **B.1 Business Analyst**

#### **Experience Levels**

Level 1: <5 years of experience  
Level 2: 5-<10 years of experience  
Level 3: 10+ years of experience

#### **Responsibilities could include but are not limited to:**

- Develop and document statements for considered alternatives.
- Perform business analyses of functional requirements to identify information, procedure, and decision flows.
- Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems.
- Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems.
- Establish acceptance test criteria with client.
- Support and use the selected departmental methodologies.

### **B.14 Technical Writer**

#### **Experience Levels**

Level 1: <5 years of experience  
Level 2: 5-<10 years of experience  
Level 3: 10+ years of experience

#### **Responsibilities could include but are not limited to:**

- Document help text, user manuals, technical documentation, web page content, etc.
- Review documentation standards and the existing project documentation.
- Determine documentation requirements and makes plans for meeting them.
- Gather information concerning the features and functions provided by the developers.
- Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each.
- Develop a table of content for each document/manual and write or edit the required content.
- Investigate the accuracy of the information collected by making direct use of the material being documented.
- Prepare or coordinate the preparation of any required illustrations and diagrams.
- Design the layout of the documents/manuals.
- Use word-processing, desk-top publishing and graphics software packages to produce final camera-ready copy.

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## **WORKSTREAM 2 – IM/IT BUSINESS SUPPORT (continued)**

<b>I.9 System Administrator</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Install, monitor, upgrade and maintain operating systems.</li><li>• Install, monitor, upgrade and maintain hardware and software.</li><li>• Work with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance.</li><li>• Apply problem solving skills to troubleshoot and resolve technical problems.</li><li>• Ensure timely and reliable system administration procedures, such as backup and/or recovery.</li><li>• Analyze system performance and recommend improvements.</li></ul>

<b>I.10 Technical Architect</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.</li><li>• Identify policies and requirements that drive out a particular solution.</li><li>• Analyze and evaluate alternative technology solutions to meet business problems.</li><li>• Ensure the integration of all aspects of technology solutions.</li><li>• Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes.</li><li>• Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them.</li></ul>

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## **WORKSTREAM 2 – IM/IT BUSINESS SUPPORT (continued)**

<b>I.11 Technology Architect</b>
<b>Experience Levels</b>  Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.</li><li>• Identify the policies and requirements that drive out a particular solution.</li><li>• Analyze and evaluate alternative technology solutions to meet business problems.</li><li>• Ensures the integration of all aspects of technology solutions.</li><li>• Monitor industry trends to ensure that solutions fit with government and industry directions for technology.</li><li>• Provide information, direction and support for emerging technologies.</li><li>• Perform impact analysis of technology changes.</li><li>• Provide support to applications and/or technical support teams in the proper application of existing infrastructure.</li><li>• Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.</li></ul>

  

<b>P.2 Enterprise Architect</b>
<b>Experience Levels</b>  Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3: 10+ years of experience, or 5+ years of experience with a recognized professional certification
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Evaluate the enterprise's business/ICT architecture, determine its consistency and integration with the organization's business/ICT strategies, assess the degree of its alignment with Treasury Board CIO Business Transformation Enablement Program (BTEP) and Federated Architecture Program (FAP) and recommend changes to the business/ICT architecture to improve its alignment with these external factors.</li><li>• Identify future business/ICT requirements against the current enterprise architecture, perform gaps analyses, develop Requirements for Technology Architectures (RTA), and prepare migration strategies.</li><li>• Assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies and make recommendations for risk mitigation.</li><li>• Identify business and technology trends that create opportunities for business improvement, advise business and ICT Senior Executives on ICT trends and emerging technologies and the impact on the organization's and government ICT architectures and business strategies, model "What if" scenarios and recommend appropriate changes to the existing architecture and ICT infrastructure, and recommend alternative solutions, methodologies and strategies.</li><li>• Produce an architectural evolution plan, recommend prioritization of architecture evolution initiatives, and develop and/or implement an architecture evolution plan.</li><li>• Manage the development and implementation of an architectural improvement plan.</li><li>• Coach, mentor and train the organization to perform any of the above.</li></ul>

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### **WORKSTREAM 3 – IM/IT PROJECT SUPPORT**

<b>P.2 Enterprise Architect</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3:10+ years of experience, or 5+ years of experience with a recognized professional certification
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Evaluate the enterprise's business/ICT architecture, determine its consistency and integration with the organization's business/ICT strategies, assess the degree of its alignment with Treasury Board CIO Business Transformation Enablement Program (BTEP) and Federated Architecture Program (FAP) and recommend changes to the business/ICT architecture to improve its alignment with these external factors.</li><li>• Identify future business/ICT requirements against the current enterprise architecture, perform gaps analyses, develop Requirements for Technology Architectures (RTA), and prepare migration strategies.</li><li>• Assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies and make recommendations for risk mitigation.</li><li>• Identify business and technology trends that create opportunities for business improvement, advise business and ICT Senior Executives on ICT trends and emerging technologies and the impact on the organization's and government ICT architectures and business strategies, model "What if" scenarios and recommend appropriate changes to the existing architecture and ICT infrastructure, and recommend alternative solutions, methodologies and strategies.</li><li>• Produce an architectural evolution plan, recommend prioritization of architecture evolution initiatives, and develop and/or implement an architecture evolution plan.</li><li>• Manage the development and implementation of an architectural improvement plan.</li><li>• Coach, mentor and train the organization to perform any of the above.</li></ul>
<b>P.5 Project Executive</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3:10+ years of experience, or 5+ years of experience with a recognized professional certification
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Manage several Project Managers, each responsible for an element of the project and its associated project team.</li><li>• Define and document project objectives, determine budget requirements.</li><li>• Meet with other organizational executives to ensure all organizational (internal and external) stakeholders are committed and moving forward on project and organizational goals.</li><li>• Resolve issues related to the project.</li><li>• Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools.</li><li>• Project sign-off.</li></ul>



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### **WORKSTREAM 3 – IM/IT PROJECT SUPPORT (continued)**

<b>P.6 Project Administrator</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3:10+ years of experience, or 5+ years of experience with a recognized professional certification
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Assist project management and data processing professionals, technical users and end users in simple routine tasks.</li><li>• Provide administrative and technical support of a clerical nature as required to projects.</li><li>• Assist in performing such tasks as maintaining project documentation and application/system libraries.</li><li>• Act as the first point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems.</li><li>• Track project change requests.</li><li>• Maintain and update relevant project information in manual and/or electronic files; project information might include such things as project activity schedule, status reports, correspondence.</li><li>• Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work.</li><li>• Communicate with project management and data processing professionals, technical users and end users on administrative matters related to the project.</li></ul>
<b>P.9 Project Manager</b>
<b>Experience Levels</b> Level 1: <5 years of experience Level 2: 5-<10 years of experience Level 3:10+ years of experience, or 5+ years of experience with a recognized professional certification
<b>Responsibilities could include but are not limited to:</b> <ul style="list-style-type: none"><li>• Manage several Project Managers, each responsible for an element of the project and its associated project team.</li><li>• Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters.</li><li>• Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof.</li><li>• Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team.</li><li>• Report progress of the project on an ongoing basis and at scheduled points in the life cycle.</li><li>• Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved.</li><li>• Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools.</li><li>• Project sign-off.</li></ul>

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**Question 27** Attachment 4.1 Bid Evaluation Criteria, Corporate Qualifications, R2 a) on page 71 requests the Bidder's "approach and methodology aimed at ensuring the quality and timeliness of deliverables submitted to the Transport Canada Technical Authority". Please clarify whether the Crown is requesting details relating to the deliverables associated with the role of the resource (i.e. the documentation provided by a project manager), or the deliverables associated with the role of the Bidder on the contract (i.e. submitting qualified resources on an as and when required basis in response to a TA request).

**Answer 27:** Canada is requesting details relating to the deliverables associated with the role of the Bidder on the contract.

**Question 28** Please confirm whether signed RFP and amendment cover pages are required with bid submission.

**Answer 28:** Canada confirms that a signed RFP and amendment cover pages are not required as part of the bid submission.

**Question 29:** Amend 001 Q&A 2 states that 4 resources are required to be submitted at bid closing however there are 5 resource grids. Can the Crown please clarify?

**Answer 29:** An additional table was included in error.

**AT ATTACHMENT 4.1**

**DELETE:** Table B.13 Operations Support Specialist – Level 2 – Problem/Change Management.

**Question 30:** In attachment 4.1 Bid Evaluation Criteria, M1 Corporate Qualifications – Project Summaries item c) it states "the contract must have a duration of at least two years within the last ten years". Given that item b) within the same criteria states that the contract must have been awarded at least twelve (12) months prior to the closing date of this solicitation and item c) which requires the contract to be two years in duration there appears to be some inconsistency. Would the Crown please amend item c) to be one (1) year duration to better align all criteria.

**Answer 30:** This requirement has been modified, please refer to Answer 19-3.

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**Question 31:** Could the crown please confirm that a total of four (4) resumes are required for this submission?

The Mandatory & Point Rated Criteria indicates 2 Help Desk Specialists – Level 1 & 2, however, it also indicates one Operations Support Specialist – Level 1 and **two** Operations Support Level 2 – one for Application Support and another for Problem/Change Management- bringing the total number of Operations Support Specialists to three.

Are we expected to submit resumes for all three Operations Support Specialists?

**Answer 31:** An additional table was included in error. Please refer to Answer 29.

**Question 32:** As the requirement for the subject RFP is for capacity-on-demand services to be acquired on an as and when required basis, would the crown please clarify if the RFP is requesting resource resumes for the specific workstream categories be submitted at the time of bid submission, or if the resource resumes are required only at the stage of Task Authorization (if and when) when the specific resources are requested?

**Answer 32:** Bidders should submit one resume per resource category in Attachment 4.1 with their bid. Please refer to **Article 3.2 Section 1: Technical Bid (V) For Proposed Resources** for further information.

**Question 33:** In regards to the abovementioned RFP, in order to provide a quality and complete submission, we would like to kindly request an extension to the closing date from January 18<sup>th</sup> to February 1<sup>st</sup>. With a minimum of eleven (11) grids and resumes to complete, plus corporate documentation, and the high-level of activity in the industry at present, a submission of this size and scope will require additional time to complete – we greatly appreciate your understanding and support!

**Answer:** Canada has provided an extension to the closing date of the Solicitation to February 8, 2017.

**Question 34:** For Workstreams 2 and 3, M1 – corporate qualifications – project summaries, Bidders are required to have been awarded at least one (1) government organization IM/IT contract wherein they provided the same or similar services for the Workstream they are bidding on, including the requirement that the contract must have provided at least 10 resources simultaneously for a period of at least 12 consecutive months within the last ten years. The requirement of 10 resources simultaneously for a period of at least 12 consecutive months on a government single contract is very limiting as Workstream 2 and 3 services tend not to be long term or high volume placements as Task Authorizations (TAs) for Business Support and Project Support roles are often called up “as and when requested” for multiple distinct projects. Would the crown please remove this unduly restrictive criteria for Workstream 2 and 3 project summaries with regards to government organization contracts?

**Answer 34:** Corporate Mandatory M1 has modified. Please refer to Answer 19-1 and 19-2.

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**Question 35:** It is our understanding that the current language requirements for incumbent resource under Stream 1 are English only? Can you please confirm that this is the same, under this RFP or have the requirement now change to Bilingual resources?

**Answer 35:** Please refer to Article 5.3 (II) **CERTIFICATION OF LANGUAGE – (ENGLISH ESSENTIAL) - (BILINGUAL** for details on the specific language requirements.

**AT ARTICLE 5.3 (II) CERTIFICATION OF LANGUAGE – (ENGLISH ESSENTIAL) - (BILINGUAL)**

**DELETE:** Minimum Security Clearance

**INSERT:** Language Requirement

**Question 36:** The answer to Question 2 in Amendment #1 does not line up with the grids provided in the RFP for Workstream 1.

Workstream 1 has two different matrices for the Operation Support Specialist – Level 2:

- Operation Support Specialist – Level 2 - Application Support; and
- Operation Support Specialist – Level 2 - Problem/Change management

This would bring the total number of resources to be submitted for WS1 to 5.

Can you please clarify if suppliers are to complete a resource submission for both Operation Support Specialist – Level 2 roles or only 1?

**Answer 36:** This requirement has been modified, please refer to Answer 29.

**Question 37:** For Stream 1, Q&A #2, confirms that 4 resources must be submitted. However, we noticed that there are 5 criteria Tables for that stream:

- B.10 – Help Desk Level 1;
- B.10 - Help Desk Level 2;
- B.13 – Ops Support Specialist Level 1;
- B.13 - Ops Support Specialist Level 2 – Applications;
- B.13 - Ops Support Specialist Level 2 – Problem/Change Mgt.

Can you please clarify if the number of resources to be bid is 4 or 5? If it is 4 resources, do bidders have the choice of what category they will propose?

**Answer 37:** This requirement has been modified, please refer to Answer 29.

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**Question 38:** For Stream 1, Help Desk and Operations Support Specialists, all the positions are stated as "Bilingual". By contrast, in the other 2 streams, there is only one bilingual position. We feel that to request 5 bilingual candidates at RFP time for Stream 1 is excessive. Would Transport Canada please consider having only 1 candidate per category (B.10 and B.13) as bilingual? i.e. 1 help desk and 1 operations support specialist. And request the specific language requirement at Task Authorization time? This would ensure that bidders demonstrate capability to provide bilingual resources while also ensuring that bidders are not precluded from submitting a bid for Stream 1.

**Answer 38:** The language specifications reflect the operational requirement. Please refer to **ARTICLE 5.3 (II) CERTIFICATION OF LANGUAGE – (ENGLISH ESSENTIAL) - (BILINGUAL)** for details on the specific language requirements.

**Question 39:** Re: Attachment 4.1 Bid Evaluation Criteria, Resource Qualifications, Technology Architect:

1. M1 (Page 90): Please confirm that the resource must have experience working with both COTS **and** custom-built application implementations, **on the same project**, for each project used to demonstrate experience in this requirement.
2. R1 (page 91) requests experience gained as a Technology Architect, Level 3. The Level 3 stipulation therefore suggests that to gain any points, the resource already had to achieve Level 3 status and possessed 10+ years of experience prior to working on large-scale IM/IT implementations projects. As M1 already ensures that the proposed resource possesses 10+ years of relevant experience, would the Crown please confirm that the proposed resource need only to demonstrate they were a Technical Architect on the referenced (large-scale IM/IT implementation) projects performing more than 50% of the SOW responsibilities listed in Annex A?

**Answer 39-1:** This requirement is being modified.

**AT ATTACHMENT 4.1 BID EVALUATION CRITERIA TECHNOLOGY ARCHITECT – LEVEL 3**

**DELETE: M1 TECHNOLOGY ARCHITECT – LEVEL 3**

**INSERT:**

Position Title				
I.11 Technology Architect – Level 3				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	Demonstrated ten (10) years' experience within the last fifteen (15) years, developing technical architectures, frameworks and strategies for either custom-built application implementations or Commercial off the Shelf (COTS) application implementations.			

**Answer 39-2**

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**AT ANNEX A AND ATTACHMENT 4.1**

**DELETE:** Custom off the Shelf (COTS) application implementations

**INSERT:** Commercial off the Shelf (COTS) application implementations

**Answer 39-3:** The Bidder should demonstrate that the proposed resource has experience working on large-scale (over 3000 users) IM/IT implementations.

**Question 40:** In Stream 3 (Enterprise Architect), M1 requires experience developing technical architectures. This is typically the role of a technical architect. Enterprise architects develop enterprise, data or business architectures but not technical architectures. Can this be modified to state "developing enterprise architectures"?

**Answer:** The criteria is appropriate to the level of expertise requested and matches the TBIPS description of Enterprise Architect.

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