



RETURN BIDS TO :

**RETOURNER LES
SOUMISSIONS À:**

Bid Receiving Shared Services Canada |
Services partagés Canada
180 Kent Street
Ottawa, Ontario
K1G 4A8
13th Floor

**AMENDMENT REQUEST FOR
PROPOSAL**

DEMANDE DE PROPOSITION

Proposal To: Shared Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Services partagés Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées **Instructions : See Herein** ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Comments - Commentaires

This document contains a Security Requirement

Vendor/Firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution

Shared Services Canada – SA Authority
Procurement Operations
180 Kent Street
Ottawa, Ontario
K1G 4A8

Title – Sujet Professional Services - Mainframe Support Services	
Solicitation No. – N° de l'invitation 2B0KB-17-2482	Date January 30, 2017
AMENDMENT 1	
Buy & Sell Reference No. – N° de reference de SEAG 2B0KB-17-2482	
File No. – N° de dossier 2B0KB-17-2482	TBIPS Supply Arrangement EN578-05-5605
Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 14-Feb-2017	
Time Zone Fuseau horaire Daylight Saving Time DST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Julie Watson-Bampton	Buyer Id – Id de l'acheteur C09
Telephone No. – N° de téléphone : 613-790-5915	FAX No. – N° de FAX 613-948-0990
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Instructions: Voir aux présentes

Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date



Q&A

QUESTION #	QUESTION	ANSWER
1	<p>The solicitation indicates that the services described in the RFP are currently being provided by an existing vendor. Can you please provide some details of the contracting ie. how many contracts, name of the contractor(s), what value and duration?</p>	<p>TPG Technology - \$3,865,837.20 July 24, 2014 to September 30, 2017</p> <p>IBM Canada Ltd - \$3,865,837.20 July 24, 2014 to September 30, 2017</p> <p>CGI - \$3,865,837.20 July 24, 2014 to September 30, 2017</p>
2	<p>In regards to Corporate Stability M1 item a. – would the crown accept to amend the requirement as follows?</p> <p style="padding-left: 40px;">a. the contract value must be at least \$500,000 CAD and involve at least <u>2</u> resources.</p>	<p>Yes the crown will accept that change.</p>
3	<p>In regards to the resource security requirements, would the Crown accept a Secret clearance in progress for the resources being bid with the understanding that all resources subsequently assigned to Task Authorizations will be required to have been assigned their Secret clearance?</p>	<p>yes</p>
4	<p>Corporate Rated requirement R1 (page 22 of 117) makes mention of Appendix B to attachment 2 but I can't seem to locate it in the RFP. Can you confirm if it's missing or simply that statement should be removed from the requirement?</p>	<p>The statement should be removed.</p>



5	The numbering of the rated requirements for the System Administrator – Level 3 – Zos (page 30 of 117) is missing R2.	Yes R2 is missing. It has been renumbered correctly. See below Amendment #1 solicitation document
6	<p>1. On page 30 of the RFP, R1 states: “The Bidder should demonstrate how the candidate has experience with resolving conflicts between clients and technical supporters: (Maximum 40 points)</p> <ul style="list-style-type: none">• 2 - 3 years : 5 points• 4 - 5 years: 10 points• 6 - 7 years: 15 points• 7+ years: 20 points” <p>There seems to be a discrepancy about the number of maximum points. Can you please clarify if the maximum points should be 20 or 40?</p>	The maximum points are 20.
7	On page 30 of the RFP, the rated criteria go from R1 to R3, skipping R2. Please confirm Bidders should correct and re-number the grid so that there are only 7 rated criteria (R1-R7) or whether a criterion was missed and should have been included?	See answer 5
8	Buy and Sell indicates there is an incumbent currently providing these services. Please advise who is the incumbent company, how long they have been providing services and what is the dollar value of their contract(s)?	See answer 1
9	Correction – Number of resources being evaluated. SSC stated that we will evaluate a Systems Administrator – Mainframe Z/Linux - Level 3 Correction SSC will evaluate a level 2 – correction to the grids	See below and Amendment #1 to solicitation



10	It is our understanding the technical environment for z/Linux is limited to a small group within SSC/PWGSC – which is reflected in the “estimated # of resources” on page 7 of this RFP. We also believe the mandatory requirement to bid a System Administrator – Mainframe s/Linux at time of bid demonstrates a supplier’s ability to contract this niche skillset. As a result, would the Crown consider removing Corporate Technical Point-Rated Criteria R3	No Change
11	It is our understanding the Crown is looking to increase its ability to procure mainframe technical professionals. In order to provide the Crown access to a significant audience of qualified mainframe resources, would the Crown consider modifying the System Administrator – Mainframe zLinux role to include “...RACF (or similar tool such as TSS)” in M2, R7 and R9?	The requirement has changed from a Level 3 to a Level 2. See Correction in #9 response. Solicitation Amendment #1.

This amendment is raised for the following changes to the solicitation:

DELETE: 4.2 Technical Evaluation (e)

INSERT REVISED: 4.2 Technical Evaluation (e)

(e)Number of Resources Evaluated:

Canada will evaluate the number of resumes per category as follows:

	Resource Category	Level	Category of Personnel	Number of Resources
I.9	Systems Administrator	3	Mainframe z/os	1
I.9	Systems Administrator	2	Mainframe Z/Linux	1
I.9	Systems Administrator	3	Mainframe Websphere / MQ on Mainframe	1

Following contract award and once specific tasks have been identified, resources will be authorized in accordance with Part 7 - Resulting Contract Clauses, Article 7.2 Task Authorization. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose one or more resources to satisfy the specific requirement based on the TA Form’s Statement of Work. The proposed resource(s) will then be assessed against the mandatory requirements identified in the Contract.

DELETE: Systems Administrator – Level 3 – Mainframe zLinux



INSERT : Systems Administrator – Level 2 – Mainframe zLinux

Systems Administrator – Level 2 – Mainframe zLinux

Resource Name: _____

6(a).Intermediate Systems Administrator – Mainframe zLinux Mandatory Evaluation Criteria

Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1. The proposed resource must demonstrate 3+ years experience (within 10 years preceding the closing date of this bid solicitation) as a zLINUX and zVM system programmer on a z/VM and/or zBX mainframe production system.		
M2. The proposed resource must demonstrate 3+ years experience (within 10 years preceding the closing date of this bid solicitation) configuring and supporting DIRMAINT and RACF for z/VM subsystems.		
M3. The proposed resource must demonstrate 3+ years experience (within 10 years preceding the closing date of this bid solicitation) working in a zVM SSI Cluster environment.		
M4. The proposed resource must demonstrate 5+ years experience (within 10 years preceding the closing date of this bid solicitation) participating in Disaster or Business Recovery Exercises.		
M5. The proposed resource must demonstrate 3+ years experience (within 10 years preceding the closing date of this bid solicitation) applying maintenance to z/VM and zLINUX including related products via vendor		



maintenance products		
M6. The proposed resource must demonstrate 5+ years experience (within 10 years preceding the closing date of this bid solicitation) identifying technical and performance challenges and implementing performance improvement strategies in a zSeries environment.		

Delete 1.1.2 Point Rated Technical Criteria System Administrator – Level 3 - z/os

Insert 1.1.2 Point Rated Technical Criteria System Administrator – Level 3 - z/os (correct the re-numbering)

System Administrator – Level 3 - z/os

Resource Name: _____

7(b) Senior Systems Administrator – Mainframe z/OS Rated Evaluation Criteria

Rated Requirements	MAX POINTS	POINTS RECEIVED	Notes
R1. The Bidder should demonstrate how the candidate has experience with resolving conflicts between clients and technical supporters:(Maximum 20 points) <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 7+ years: 20 points 	20		
R2. The Bidder should demonstrate how the candidate has experience participating in zSeries teams meeting project and or technical guidelines. (Maximum 20 points) <ul style="list-style-type: none"> ▪ 3 - 5 projects: 5 points 	20		



<ul style="list-style-type: none"> ▪ 6 - 10 projects: 10 points ▪ 11 - 15 projects: 15 points ▪ 16+ projects: 20 points 			
<p>R3. The Bidder should demonstrate how the candidate has experience working with clients in order to confirm requirements of usage and providing best practice recommendations: (Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 8+ years: 20 points 	20		
<p>R4. The Bidder should demonstrate how the candidate has familiarity with ITIL Service Management and ITIL Change Management processes. (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 - 3 years : 5 points ▪ 4 years or more: 10 points 	10		
<p>R5. The Bidder should demonstrate how the candidate has experience providing cross-training and knowledge transfer. (Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 8+ years: 20 points 	20		
<p>R6. The Bidder should demonstrate how the candidate has experience (within 10 years preceding the closing date of this bid solicitation) with various z/OS monitoring/debugging facilities (IPCS, RMF, SMF). (Maximum 40 points)</p> <ul style="list-style-type: none"> ▪ 1 - 3 years : 10 points ▪ 4 - 6 years: 20 points ▪ 6 + years: 40 points 	40		



<p>R7. The Bidder should demonstrate how the candidate has experience (within 10 years preceding the closing date of this bid solicitation) with installing, maintaining and supporting “third party” products from ISV’s (Independent Software Vendors e.g. CA, BMC, Compuware, etc.) in a zSeries environment</p> <p>(Maximum 40 points)</p> <ul style="list-style-type: none"> ▪ 1 - 3 years : 10 points ▪ 4 - 6 years: 20 points ▪ 6 + years: 40 points 	40		
MAX POINTS ACHIEVED	170		
MINIMUM PASS MARK	119		

DELETE: Systems Administrator – Level 3 – Mainframe zLinux
INSERT: Systems Administrator – Level 2 – Mainframe zLinux

Systems Administrator – Level 2 – Mainframe zLinux
Resource Name: _____

6(b).Intermediate Systems Administrator Mainframe zLinux Rated Evaluation Criteria

Rated Requirements	MAX POINTS	POINTS RECEIVED	Notes
<p>R1. The Bidder should demonstrate how the candidate has Experience as a primary support person performing installation, maintenance and system administration of LINUX guests in a zBX and/or z/VM production environment:</p> <p>(Maximum 20 points)</p>	20		



<ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 7+ years: 20 points 			
<p>R2. The Bidder should demonstrate that the candidate has experience configuring and supporting LINUX virtual guests:</p> <p>(Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 8+ years: 20 points 	20		
<p>R3. The Bidder should demonstrate how the candidate has experience supporting DB2 LUW and/or Oracle in a LINUX environment:</p> <p>(Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 8+ years: 20 points 	20		
<p>R4. The Bidder should demonstrate how the candidate has experience installing and maintaining SLES 11 SP3 or higher, SLES 12 SP1 and/or Redhat 6or 7 for s390x:</p> <p>(Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ > 6 to 12 months: 5 points ▪ > 12 to 18 months: 10 points ▪ > 18 to 24 months: 15 points ▪ > 24 months: 20 points 	20		
<p>R5. The Bidder should demonstrate how the candidate has experience performing installation, maintenance and system administration of zLINUX with mainframe and fiber channel storage:</p>	10		



<p>(Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 3 - 5 years : 5 points ▪ 5+ years: 10 points 			
<p>R6. The Bidder should demonstrate how the candidate has experience developing and performing procedures for backup and recovery of s390x LINUX and/or zVM with OS file level COTS or custom tools:</p> <p>(Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 8+ years: 20 points 	20		
<p>R7. The Bidder should demonstrate how the candidate has experience configuring and supporting RDBMS and Applications leveraging TCP/IP over hypersockets and zVM RACF controlled vswitches:</p> <p>(Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 3- 5 years : 10 points ▪ 5+ years: 20 points 	20		
<p>R8. The Bidder should demonstrate how the candidate has experience (within 10 years preceding the closing date of this bid solicitation) configuring and supporting zBX and/or zVM system using the IBM Z-Series Hardware Management Console:</p> <p>(Maximum 20 points)</p> <ul style="list-style-type: none"> ▪ 3 - 5 years : 10 points ▪ 5+ years: 20 points 	20		
<p>R9. The Bidder should demonstrate how the candidate</p>	20		



has experience configuring and supporting RACF, DIRMAINT and PERFSVM for zVM: (Maximum 20 points) <ul style="list-style-type: none"> ▪ 3 - 5 years : 10 points ▪ 5+ years: 20 points 			
R10. The Bidder should demonstrate how the candidate has experience using REXX and/or BASH/KSH/CSH to develop scripts and EXEC's for zVM and LINUX: (Maximum 40 points) <ul style="list-style-type: none"> ▪ 2 - 3 years : 5 points ▪ 4 - 5 years: 10 points ▪ 6 - 7 years: 15 points ▪ 8+ years: 20 points 	20		
MAX POINTS ACHIEVED	190		
MINIMUM PASS MARK - 70%	133		

DELETE: TABLE

INSERT : REVISED TABLE (CORRET IT FROM LEVEL 3 TO LEVEL 2)

Category	Maximum Points	Minimum Points (70%)
Corporate Rated requirements	150	105
System Administrator – Level 3- Mainframe z/os	170	119
System Administrator – Level 2 -Mainframe zLinux	190	133
System Administrator – Level 3 - Websphere / MQ on Mainframe	125	87
Total	635	

Points Achieved	
Corporate Rated requirements	
System Administrator – Level 3- Mainframe z/os	
System Administrator – Level 2 -Mainframe zLinux	



System Administrator – Level 3 - Websphere / MQ on Mainframe	
Total Points Achieved	