



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

**Revision to a Request for Supply
Arrangement - Révision à une demande
pour un arrangement en matière
d'approvisionnement**

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

Electronic Information Technology Professional Srv
Div/Div des srv professionnels en technologie de
l'information électronique
11 Laurier St. / 11 rue Laurier
Portage III 0A1 - 1
Gatineau
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K1A 0S5

Title - Sujet TBIPS / SPICT		
Solicitation No. - N° de l'invitation EN578-170432/B		Date 2017-03-14
Client Reference No. - N° de référence du client 20170432		Amendment No. - N° modif. 001
File No. - N° de dossier 004ei.EN578-170432	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$\$EI-004-31094		
Date of Original Request for Supply Arrangement Date de demande pour un arrangement en matière d'app. originale		2017-02-21
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-12-29		Time Zone Fuseau horaire Eastern Standard Time EST
Address Enquiries to: - Adresser toutes questions à: IMOS TEAM		Buyer Id - Id de l'acheteur 004ei
Telephone No. - N° de téléphone (873) 469-4634 ()		FAX No. - N° de FAX (819) 956-7827
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

FREQUENTLY ASKED QUESTIONS (FAQs)

BIDDERS ARE ASKED TO REVIEW THESE FAQs BEFORE SUBMITTING QUESTIONS TO CANADA

NOTES:

- The specifics for the five Mandatory Criteria are located in Component I, Attachment A, Mandatory Technical Evaluation Criteria.
- Bidders are urged to read Component I, and Attachments A and B to Component I. The attachments immediately follow Component I in the solicitation document.
- The following acronyms/abbreviations are used in these FAQs:
 - PBN = Procurement Business Number
 - RFSA = Request for Supply Arrangement
 - SA = Supply Arrangement
 - CPSS = Centralized Professional Services System
 - DCC = Data Collection Component
 - M.1 = Mandatory Criterion M.1 Financial Certification
 - M.2 = Mandatory Criterion M.2 Number of Years in Business
 - M.3 = Mandatory Criterion M.3 Insurance Requirements
 - M.4 = Mandatory Criterion M.4 Total Cumulative Value Billed (TCVB)
 - M.5 = Mandatory Criterion M.5 Identification of Categories

Question #1:

Please confirm that my understanding of the bid submission process is correct:

- (i) The Bidder must submit its bid online through the DCC of CPSS by 14:00 Eastern Time on the period closing date indicated in section 2.5.2 of Component I of the solicitation. Failure to do this will render the bid non responsive.
Answer: That is correct
- (ii) AFTER the submission due date, Canada will contact the Bidder by email to request the required certifications and documentation. Failure to submit this information will render the bid non-responsive.
Answer: That is correct

Question #2:

- (i) I'm ready to submit my bid. I see a 'Save' button but I don't see a 'submit' button. What do I do?
Answer: The 'Submit' button is located on the right side of the 'Save' button. If you don't see a 'submit' button that means that you are NOT the Main Supplier Contact. ONLY the Main Supplier Contact will see the submit button. ONLY the Main Supplier Contact can submit the bid.
- (ii) How do I know if the bid was successfully transmitted?
Answer: The Main Supplier Contact will receive a CPSS system generated email to confirm receipt of the bid. The 'Save Response' button does NOT submit the bid.

- (iii) What if the Main Supplier Contact submits the bid but doesn't receive a system generated email from CPSS within a few minutes to confirm that the bid was successfully transmitted?
Answer: Try to submit the bid again. If the Main Supplier Contact still doesn't receive the confirmation email then contact the CPSS helpdesk immediately for assistance
TPSGC.SSPC-CPSS.PWGSC@tpsgc-pwgsc.gc.ca
- (iv) Can I make changes to my bid after I've submitted it?
Answer: Yes provided that the solicitation period has not closed. The Main Supplier Contact (as identified in CPSS) can re-submit the online bid as many times as necessary until the submission due date and time. Canada will only see the most recent bid submitted.
- (v) Is it better to wait until the bid submission due date to submit my DCC bid?
Answer: No. It's better to submit your bid before the bid submission due date and then re-submit it if necessary closer to the submission due date. Canada will only see the last response submitted.
- (vi) This is a paperless bid submission process. Does that mean that bidders are instructed to NOT submit a paper copy bid to the Bid Receiving Unit?
Answer: That is correct

Reference:

Component I, Part 2, article 2.

Component I, Part 5 Certifications

Component I, Attachment A, Mandatory Technical Evaluation Criteria for the Supply Arrangement

Question #3:

Regarding the bid submission process as it relates to the Certifications and the supporting documentation. The solicitation states that bidders must submit this information by email upon request by Canada.

- (i) Can you confirm this is true?
Answer: That is correct
- (ii) When will Canada contact bidders and request this information?
Answer: Canada will contact bidders by email AFTER the submission due date to request the required information.
- (iii) Can I submit the information by email before the submission due date?
Answer: No
- (iv) Can I submit a hard copy of my bid to the Bid Receiving Unit of PWGSC?
Answer: No
- (v) Who in my organization will Canada send that email to?
Answer: Canada will send the email to the bidder's Main Supplier Contact registered in the CPSS.
- (vi) What email address do I use for my reply to Canada?

Answer: The email that Canada will send to the Main Supplier Contact will contain the email address that the bidder must use and any other relevant instructions.

(vii) How much of an effort will Canada make to contact the bidder to obtain this information?

Answer: Canada will make no more than 2 attempts by email to reach the bidder's "Main Supplier Contact" registered in CPSS. Should no response be received in the time frame specified, Canada will follow up with a phone call to the Main Supplier Contact's number in CPSS prior to deeming the bid non-responsive. Canada will follow the instructions received in an 'out of office' notification, where applicable.

Please ensure that the name and contact information for your company's Main Supplier Contact is always kept current and accurate in CPSS.

Reference: Component I, Part 2, article 2.

Question #4:

The solicitation that I downloaded from the Buy and Sell website for this RFSA is quite large. I understand the importance of reading this entire document. However, are there certain sections of this document that specifically address what I need to know and do to submit a bid to qualify for TBIPS?

Answer:

Yes, Component I and to Attachments A and B, contain the information that bidders need to know to submit a bid in response to this RFSA. Ensure that you review all the solicitation amendments that will be published for this solicitation.

Note: Component II and its Annex contain the information pertaining to the resulting Supply Arrangement

Question #5:

Is there a guide you can provide that will help me understand the bid submission process, and how to complete the information in the DCC?

Answer: Yes, please refer to:

- (i) Attachment B to Component I – [Guide to Centralized Professional Services System Data Collector Component \(DCC\)](#)
- (ii) Attachment A to Component I – Mandatory Technical Evaluation Criteria,
- (iii) Component I, Part 3 – Bid Preparation Instructions, and
- (iv) The "Supplier Easy Steps - for the Data Collection Component" available at: <http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/espfccd-sesdcc-eng.html>

Question #6:

This question relates to my company's profile information. Are there any pro-active measures I can take to ensure that my company's information is current in all the right places?

Answer: Yes

- (i) Verify that your company's information is up-to-date in:
 - a) The Supplier's Registration Information System (SRI): <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier>
 - b) Centralized Professional Services System (CPSS): <http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/spc-cps-eng.html>
 - c) Canadian Industrial Security Directorate (CISD). <http://iss-ssi.pwgsc-tpsgc.gc.ca/index-eng.html>

- (ii) Ensure that the correct legal name and Procurement Business Number (PBN) are entered into the DCC. If you are bidding as a joint venture, then ensure that:
 - a) The PBN for each member of the JV is provided, and
 - b) The Bidder (the joint venture) has a PBN that is unique to the Joint Venture.Reference: Part 2 to Component I, article 1.1 (a) 2008

Question #7:

If I want to qualify (as the same legal entity) in TBIPS, TSPS, and/or ProServices, do I use the same PBN for all three methods of supply?

Answer: Yes

Question #8:

My company is an Existing TBIPS Supplier. We currently hold a valid TBIPS SA. I do NOT wish to apply for additional categories, Streams, or Tier at this time.

- (i) Is it mandatory that I submit a bid in response to this Refresh solicitation?

Answer: No

- (ii) If I don't submit a bid in response to this solicitation, will I lose my qualifications for TBIPS?

Answer: No

- (iii) In the Submission Grid located in Component I, Part 3 – Bid Preparation Instructions, article 1.4; under which column would I fall?

Answer: Column C

Question #9:

Would the Crown please confirm that vendors who have been awarded a refresh under EN578-170432/A are not required to submit a response to the solicitation posted for EN578-170432/B?

Answer: Please refer to the fourth paragraph of the introduction to the solicitation as well as the "Background" section of the solicitation notification which states:

"Existing Suppliers are not required to re-qualify for any categories for which they already have a SA although they must otherwise comply with the requirements of the bid solicitation".

Question #10:

Our joint venture (JV) is a current TBIPS SA Tier 1 Holder and is comprised of two companies. We wish to qualify for the SA Tier 2 but we are unable to meet the requirements to satisfy M.4 Total Cumulative Value Bid (TCVB). Therefore, we want to add a third company to our JV.

- (i) Can we add the third JV member and keep our current TBIPS SA and technical qualifications?

Answer: No

- (ii) Would we have to submit a new bid as a new JV? If yes, can we carry over any of our qualifications from the existing JV into the new JV? Would we need a new PBN?

Answer: The new JV would have to submit a new bid under a new PBN. Qualifications from one JV cannot be transferred into the other JV.

Question #11:

My company is an Existing TBIPS SA Tier 1 Holder. Our intent is to qualify for the SA Tier 2.

Which of the Mandatory Criteria differ between their Tier 1 and Tier 2 requirements?

In the Submission Grid located in Component I, Part 3 – Bid Preparation Instructions, article 1.4; under which column would I fall?

Answer: Full details for the Mandatory Criteria are located in Attachment A to Component I.

Existing Tier 1 Holders that are now bidding for Tier 2 should pay close attention to M.3, M.4, and M.5

M.3 Insurance Requirements: \$2M General Liability is required to qualify for Tier 2 whereas there are no insurance requirements to satisfy Tier 1.

M.4 Total Cumulative Value Billed: \$12M of TCVB is required to qualify for Tier 2 whereas \$1.5M of TCVB only is required to qualify for Tier 1.

M.5 Identification of Categories: For each Stream, the minimum number of substantiated categories required to qualify for Tier 2 is greater than for Tier 1.

For example - Stream 1 Application Services: The minimum number of substantiated categories required to qualify for Tier 1 is six (6) and for Tier 2 is nine (9). Bidder X is a currently holder of this stream and is currently qualified for six (6) categories as 'currently substantiated'. In their new bid, Bidder X now has to substantiate a minimum of 3 more categories in this stream to qualify for Tier 2 in this Stream.

Question #12:

I'm an Existing Tier 1 Holder and now I'm bidding for Tier 2. What sections of the DCC do I need pay special attention to ensure that my new tier is properly added to by bid?

Answer: You would fall under Column D in the Submission Grid.

From the "Supplier Home Page" in the DCC, ensure that you:

- Click "Tiers" and add the Tier 2 to your bid
- Click "Regional Information" and add all the applicable regions and metropolitan areas to the Tier 2
- Click "Mandatory Criteria" and create a new "Group" for the new Tier that you are bidding for.
- Click on the new "Group" and then select "Stream Information".
- Identify the streams that you are already qualified for (in Tier 1) as 'currently offered' in the Tier 2 portion of your bid.
- For each of those streams click on "View Categories for Stream "X".
- Identify the categories that your are already qualified for in Tier 1 into the Tier 2 portion of your bid as 'currently substantiated' and 'currently unsubstantiated' as applicable.

Reference:

*Attachment C to Component I, Guide to CPSS Supplier Module for Technical Responses
Attachment A to Component I, Mandatory Evaluation Criteria for the Supply Arrangement*

Question #13:

My company is a new bidder and does not have the minimum required security clearance (DOS Reliability Status). How do I request sponsorship for my company?

Answer:

In the DCC for this bid solicitation, go to the "Supplier Response – Home" page. Select "Certifications" and then select "Security Sponsorship".

Reference: Component I, Part 4, article 3, sub article 3.4

Question #14:

My company already has security clearance and would like to request sponsorship for a security upgrade. How do I request sponsorship for my company?

Answer:

In the DCC for this bid solicitation, go to the "Supplier Response – Home" page. Select "Certifications" and then select "Security Sponsorship".

Reference: Component I, Part 4, article 3, sub article 3.4

Question #15:

The RFSA states "*Within the last three years immediately prior to the submission due date, the Bidder has invoiced for, and provided Informatics Professional Services to Outside Clients above the following minimum billing threshold*":

Please confirm that bidders are able to count the TCVB against specific projects or contracts that started before the three year window, so long as the end date of the referenced projects or contracts fall within the three year window.

Answer: That is correct. If a contract started prior to the 3 year window but was invoiced inside the 3 year window, the full amount of the invoice could be included in the TCVB.

Question #16:

The solicitation states that Canada will contact the bidder by email after the submission due date to obtain the required billing details to satisfy Mandatory Criteria M.4 TCVB. Should the bidder prepare this information ahead of time in anticipation of that email?

Answer: Yes, the preparation of the M.4 details can be time consuming. Canada urges the bidder to assemble this information ahead of time so that it can easily attach the spreadsheet to the email response to Canada.

Question #17:

Where do I find the descriptions for all the TBIPS categories?

Answer:

Category descriptions (Requirements for Services) are available online at <http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html>

Refer to: Attachment A to Component I, M.5 Identification of Categories;

Question #18:

- (i) What is a substantiated category"

Answer: A bidder bids for a category as 'substantiated' by providing a reference from an outside client that will confirm that the services were provided within a certain time frame (as described in M.5). During the bid evaluation, if a reference's response is positive (as described in article 6 of M.5), and all other requirements of the solicitation are met, then that category would be awarded as a 'substantiated' category. To bid for a category as substantiated, the bidder identifies the category as 'Newly substantiated' in their DCC bid.

Refer to: Attachment A, M.5 Identification of Categories, articles 5 and 6

- (ii) What is an 'unsubstantiated category'?

Answer: A bidder may request 'unsubstantiated' categories for which it provides no reference. For details on the qualification of unsubstantiated categories refer to: Attachment A, M.5 Identification of Categories, article 7.

Question #19:

For a category that I'm already qualified for as 'currently unsubstantiated':

- (i) Is there any benefit in substantiating this category through this bid?

Answer: If you substantiate at least one other category in that stream (in addition to the unsubstantiated category that you are now substantiating), then you could request a 'newly unsubstantiated category'. In this case, yes there could be a benefit.

- (ii) Is there any risk of losing my current qualification (as unsubstantiated) for that category if I decide to now bid for it as 'substantiated'?

Answer: Yes, there is a risk. The results of the current evaluation will prevail over the previous evaluation. Therefore, if the reference's response is negative, then the bidder would lose their qualification for the category.

Question #20:

My company is an Existing TBIPS Supplier. We currently hold a valid TBIPS Supply Arrangement (SA). Please confirm that my understanding is correct:

- If I don't want to bid for any additional categories or tier, then I do NOT have to submit a response to this solicitation.
- If I do want to bid for additional categories or tier, then I need to submit a bid in response to this solicitation.
- The categories that I qualified for as 'substantiated' are now identified in the Data Collection Component (DCC) as 'currently substantiated'. These fields are locked in the DCC and I cannot change them.
- The category (ies) that I previously qualified for as 'unsubstantiated' are now in the DCC as 'currently unsubstantiated'. These fields are not locked. I have two options with regards to my 'currently unsubstantiated' categories:
 1. The first option is to leave the category as 'currently unsubstantiated'. The qualification for this category would remain the same.
 2. The second option I have is to bid for this category as 'currently unsubstantiated – now substantiated' in which case I have to submit reference details for the category. I understand that Canada will evaluate this category through a reference verification process. The results of the evaluation will prevail over the previous evaluation.
- In the Submission Grid located in Component I, Part 3 – Bid Preparation Instructions, I would fall under Column D

Answer: Confirmed.

Reference: Please refer to Attachments A of this Solicitation as well as Component I, Part 3, Part 4, Part 5.

Question #21:

- (i) Can we use the same reference for multiple categories within the same Stream?

Answer: Yes

- (ii) Can we use the same reference for categories across different Streams?

Answer: Yes

- (iii) Should I ask or inform the references that I am providing in my bid that Canada will contact them during the evaluation of the bid?

Answer: Yes, this is highly recommended.

Reference: Component I, Attachment A, M.5, articles 5 and 6

Question #22:

Confirm that we do not need to provide a project or role description for M.5?

Answer: Correct. Refer to M.5 of Attachment A to Component 1, Mandatory Technical Evaluation Criteria Supply Arrangement and Attachment B to Component 1, to Centralized Professional Services System Data Collector Component, Step 18.

Question #23:

Please confirm that only the information listed in the example below is required for M.5.

Example: A.1 Application/Software Architect

Please complete the fields below to substantiate this category:

Category References

To bid for a category as substantiated, enter the reference details for the Category in this section. That Category will be subject to a reference check process.

The e-mail address of a reference provided in the field titled "E-Mail" will be the only email address considered for evaluation purposes. Bidders are requested to leave the field titled "E-Mail 2" blank.

Ensure that there are no errors in the reference's email address.

Client (Government Department / Company Name):

Contact Name:

Position:

Telephone:

E-Mail:

E-Mail 2

Contract/Project Reference #:

Provided by:

Reference provided by : Subsidiary

Name of Subsidiary:

Name of Resource:

Answer: Please refer to M.5, Article 1 of Attachment A to Component 1, Mandatory Technical Evaluation Criteria Supply Arrangement