



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 - Platform Analyst & Business System Analyst	
Solicitation No. – N° de l'invitation 10052461	Date May 9, 2017
AMENDMENT 1	
Buy & Sell Reference No. – N° de reference de SEAG PW-17-00775921	
File No. – N° de dossier 10052461	TBIPS Supply Arrangement EN578-05-5605
Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 29-May-2017	
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: John Hawkins	Buyer Id – Id de l'acheteur C12
Telephone No. – N° de téléphone : 613-854-7761	FAX No. – N° de FAX
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	
Time Zone Fuseau horaire Daylight Saving Time DST	

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



The amended RFP document posted with these Questions and Answers contains all changes resulting from the Q & As.

Any vendor intending on responding to this RFP and would like a copy of the RFP document in Word format can contact the Contracting Authority at john.hawkins@canada.ca.

Q&A

QUESTION #	QUESTION	ANSWER
1	<p><i>In reference to above subject RFP, we have a question regarding: Point Rated Requirements - I.7 Platform Analyst (Level 3) Total Score indicates 150 points</i></p> <p><i>We calculate 242 points with a Min score of 169 (70%) Please could you confirm the correct Maximum and Minimum Scores</i></p>	<p>The numbers have been corrected in the attached.</p>
2	<p>Corporate Criteria M.1, item b) states that “work billed for the resource category must include at least 60% of the associated tasks from the tasks identified in the statement of work in Annex B”.</p> <p>Are Bidders expected to state that 60% of the tasks have been met as long as this can be confirmed by the required reference contact? Or are Bidders required to demonstrate which of the tasks have been performed?</p> <p>If Bidders are required to demonstrate the tasks, how should this be presented in the response template?</p>	<p>Bidders are expected to state that 60% of the tasks have been met as long as this can be confirmed by the required reference contact.</p> <p>It is important that the contact information supplied be as accurate as possible. If the contact person cannot be reached within 5 days, an alternate contact from the same customer may be supplied as stated in Part 3 – 3.2 (iii)</p>
3	<p>Sections 2.2 (Part 2 – page 7) and 3.1 a) (Part 3 – page 8) contain conflicting instructions on how/where to submit proposals. Would the client please confirm that proposals emailed (to John Hawkins) will be accepted?</p>	<p>The preferred method of delivery is via e-mail to john.hawkins@canada.ca.</p>



4	The Response Template for Corporate Mandatory M.1 does not include a column for Bidders to provide the Technical Authority contact information required under M.1 e), point 3. We would like to request clarification on where the client would like us to provide these details.	Please use the Client Organization / Project Name column to include Client Contact Name, Title, address and best way to reach the contact (phone # and/or email address).
5	Rated Criteria R.1, item a) v. asks Bidders to list the TBIPS Categories that were billed under the identified contract. We would like to request that this be amended to include TBIPS “and equivalent” Categories.	The requirement is restricted to exact TBIPS categories only.
6	As per M.3 requirement for the Business System Analyst “The proposed resource must demonstrate a minimum of three (3) projects in which the resource brought a project to approval through a complete Government of Canada governance process” this task is usually done by the Senior Project Manager or Project Executive and not a BSA. A Business System Analyst or BA would create and document the governance process. Would the client be willing to remove this criterion or amending it where the resource has experience documenting a governance process.	Business Systems Analyst M.3 is hereby removed and all other criteria in the table renumbered.
7	As per R.1 requirement for the Platform Analyst, the proposed resource must clearly demonstrate experience as a Platform Analyst on IM/IT projects in each of the following: <ul style="list-style-type: none"> a. Preparing assessment(s) on the current state of the technical design, and detailing technical requirements. b. Developing detailed requirements and strategies to meet business, functional and application requirements. c. Working with Rational Databases Oracle or SQL Server d. Providing application analysis, design, development, testing, monitoring, or capacity planning e. Performing at least 70% of the 	There is no change. As a level 3 analyst, they must have technical expertise to assess and develop technical requirements, designs and use strategies (different ways) to solve client problems.



	<p>associated tasks listed in the Statement of Work</p> <p>Tasks A and B are typically performed by an application architect or technical architect and not by a platform analyst. Would the client be willing to remove tasks A and B and amend it where the platform analyst has experience designing and documenting in detail all system components, interfaces and operational environment and producing operational systems including all forms, manuals, programs, data files and procedures</p>	
8	<p>Rated Criteria R.10 for the Platform Analyst, Level 3 asks for experience with Application Software Development and/or Application Software Architecture.</p> <p>This experience is more closely related to Software Development and does not relate to the tasks in the SOW for this category, and we would like to ask if the client would remove this criteria.</p>	<p>This requirement will not be removed.</p> <p>The Analyst will be <u>evaluating</u> existing procedures and methods, and identifying and documenting application sub-systems, they should have some experience with application software development or application software architecture within the last 5 years.</p>
9	<p>It is our understanding that the following eight (8) resources are to be provided by Bidders upon bid submission for evaluation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 2 x Platform Analysts, Level 3 <input type="checkbox"/> 2 x Platform Analysts, Level 2 <input type="checkbox"/> 2 x Business Systems Analysts, Level 3 <input type="checkbox"/> 2 x Business Systems Analysts, Level 2 <p>However, it is unclear which Mandatory and Point-Rated Requirements within Appendix C to Annex B are to be submitted by Bidders for evaluation as there are some conflicting statements throughout the document (ie. on Pg. 59 pf 77, in reference to the Platform Analyst L1/L2 Mandatory Requirement, the following statement is provided, “The following mandatory</p>	<p>For the purposes of this RFP the Part 4, 4.2 e) states that “Mandatory and rated criteria for each category are contained in Appendix C to Annex B”.</p> <p>They are the same ones that will be used after the contract is awarded.</p>



	<p>category criteria are provided for information purposes only which will be used to evaluate resources at the Task Solicitation (TS) stage.”)</p> <p>Could the Crown please clarify which resource Mandatory and Rated Requirements are to be used in response to this RFP?</p>	
10	<p>In reference to Corporate Mandatory requirement M.1, would the Crown consider amending the requirement item (a) from “contracts must occur within the past five (5) years prior to the RFP closing date” to “contracts must occur within the past ten (10) years prior to the RFP closing date”?</p>	<p>Contracts must occur within the past 5 years.</p>
11	<p>Can you please confirm our understanding of Corporate Mandatory Criteria M3 on page 20 of 77 of the RFP: “<i>The Bidder must demonstrate its experience providing professional services Contractors to support data centre operations. The Bidder must provide three (3) client organizations, where the Bidder provided at least 20 resources for infrastructure solutions to assist with the day-to-day operations of the infrastructure as well as in the design, testing, and deployment of new technologies.</i>“ . We understand that Bidders must have provided a total of 20 resources amongst all 3 organizations. Can you please confirm?</p>	<p>To clarify M.3 should read as follows:</p> <p>The Bidder must demonstrate its experience providing professional services Contractors to support data centre operations. The Bidder must provide three (3) client organizations, where the Bidder provided at least 20 resources <u>for a minimum total of 60 resources</u> for infrastructure solutions to assist with the day-to-day operations of the infrastructure as well as in the design, testing, and deployment of new technologies.</p> <p>To be considered, reference project information must include:</p> <ul style="list-style-type: none"> • Client Organization Name • Client Contact Name and title • Client contact Phone # • Client Contact email address • Project start and end dates (yy/mo)
12	<p>There is no mention of the number of</p>	<p>Confirmed. One or multiple</p>



	contracts that can be used to demonstrate the provision of the 20 resources. Can you confirm that one or multiple contracts can be used as long as 3 organizations are demonstrated?	contracts can be used as long as 3 organizations are demonstrated.
13	R.1, Pg. 22 of 77 of the RFP, could the Crown please kindly provide a copy of the “Table 3 contained in PART 2 of APPENDIX C TO ANNEX B” that is referenced in this requirement?	The reference should be Table 1 contained in Attachment 2 to Part 4.
14	Platform Analyst (Level 3) Page 62 R.2: - Please clarify that 30 points will be awarded for 4 or more projects.	Yes, the table has been corrected.
15	Platform Analyst (Level 1 / Level 3) Page 65 R.1: - Please clarify that 20 points will be awarded for 4 or more projects. R.2: - Please clarify that 20 points will be awarded for 4 or more projects.	Platform Analyst (Level 1 / Level 2) R.1 Yes, the table has been corrected. R.2 I believe the questioner made an error here. Does not match the grid table.
16	Business System Analyst (Level 1 / Level 2) Page 68 R.1: - Please clarify that 20 points will be awarded for 4 or more projects. R.2: - Please clarify that the Bidder may receive up to 6 points for each project (Max 3) that clearly and fully demonstrated criterion as indicated. There seems to be a typo in this sentence, "nine (6) points".	R.1 Yes, the table has been corrected. R.2 Yes, the Bidder may receive up to 6 points for each project (Max 3) that clearly and fully demonstrated criterion as indicated. Table has been corrected.
17	Certain Rated Criteria, in both level 3 categories, are asking for: <input type="checkbox"/> Experience within the last 5 years, with maximum points being awarded for ‘greater than or equal to (\geq)’ 5 years of experience. <input type="checkbox"/> Experience within the last 7 years, with maximum points being awarded for	The timeframes proposed are accepted and the tables have been amended to reflect the change.



	<p>‘greater than or equal to (\geq)’ 7 years of experience.</p> <p>Since it’s unlikely that resources will not have breaks between projects, we would like to request that the timeframes for experience be extend as follows:</p> <ul style="list-style-type: none"><input type="checkbox"/> Five (5) years’ experience within the last seven (7) years,<input type="checkbox"/> Seven (7) years’ experience within the last nine (9) years.	
18	<p>Can you please provide an extension of 2 weeks to allow for vendors to review Q&As that have not been posted yet so they can plan their response accordingly?</p>	<p>Required period for this RFP is 20 days (it was originally posted for 40 days) and there are still 20 days left. SSC will not be entertaining any extension.</p>