



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

Bid Fax: (819) 997-9776

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

**THIS PROCUREMENT CONTAINS A SECURITY
REQUIREMENT.**

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

**Informatics Professional Services Division / Division
des services professionnels en informatique**

11 Laurier St., / 11, rue Laurier

4C2, Place du Portage

Gatineau

Québec

K1A 0S5

Title - Sujet TBIPS - Application Services	
Solicitation No. - N° de l'invitation B8986-170042/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B8986-170042	Date 2017-06-07
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-620-31509	
File No. - N° de dossier 620zm.B8986-170042	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-06-29	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 620zm
Telephone No. - N° de téléphone (873) 469-4882 ()	FAX No. - N° de FAX (819) 956-1156
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CITIZENSHIP AND IMMIGRATION CANADA	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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

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AMENDMENT NO. 002

This amendment is raised to revise the RFP and to answer Bidders' questions.

RFP REVISIONS

1. At Attachment 4.1 Mandatory Technical Criteria, 1. The Bidder, MTC1 1. b)

Delete:

- b) Have an initial minimum value of \$3,500,000.00 (Cdn) before taxes, not including amendments;

Insert:

- b) Have an initial minimum value of \$3,000,000.00 (Cdn) before taxes, not including amendments;

2. At Attachment 4.2 Point-Rated Technical Criteria, 2. Resources, 2.2 A.4 ERP System Analyst, Level 3, Resource #3 RTC22:

Delete:

RTC22	The proposed resource should demonstrate experience in leading the evaluation of Siebel CRM, eServices (online applications) or Integration components (web service interfaces) to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 points 4 points 6 points 8 points 10 points	
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Insert:

RTC22	The proposed resource should demonstrate experience in leading the evaluation of Siebel CRM, or eServices (online applications), or Integration components (web service interfaces), to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 points 4 points 6 points 8 points 10 points	
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3. At Attachment 4.2 Point-Rated Technical Criteria, 2. Resources, 2.2 A.4 ERP System Analyst, Level 3, Resource #4 RTC28:

Delete:

RTC28	The proposed resource should demonstrate experience in leading the evaluation of Siebel CRM, eServices (online applications) or Integration components (web service interfaces) to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 points 4 points 6 points 8 points 10 points	
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Insert:

RTC28	The proposed resource should demonstrate experience in leading the evaluation of Siebel CRM, or eServices (online applications), or Integration components (web service interfaces), to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 points 4 points 6 points 8 points 10 points	
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QUESTIONS AND ANSWERS:

Question 1:

Please refer to page 65, MTC1, 1. (e) states, the Contract identified must have included the provision of the services in at least one of the following categories:

- A.6 Programmer/Software Developer (Java), Level 2 or 3;
- A.4 ERP System Analyst, Level 3;
- I.9 System Administrator (Integration), Level 3;
- I.9 System Administrator (Network Manager), Level 3;
- I.9 System Administrator (Java), Level 3

In many instances these roles are also tendered under similar TBIPS categories for work that is essentially the same. Will the Crown accept responses to this requirement where bidders provided Programmer/Analyst (Java) Level 2 or 3 as an equivalent to Programmer/Software Developer (Java), Level 2 or 3?

Answer 1:

See Solicitation Amd No. 001, Revision No. 2.

Question 2:

Based on the number of resources required (10) including detailed grids and resumes along with gathering corporate content details, we respectfully request a 2 week extension to June 29th to ensure an accurate and complete bid response.

Answer 2:

An extension to June 29, 2017 was granted.

Question 3:

Due to the extensive effort required to develop a quality, competitive response to this RFP, we respectfully request an extension to the current delivery date, of three (3) weeks.

Answer 3:

An extension to June 29, 2017 was granted.

Question 4:

In reference to Section 2.4, Resource #7, requirement RTC51, could the Crown please confirm that the Point Rating allocation is correct as it is different to the Point Rating allocation for Resource #8, requirement RTC58?

Answer 4:

See Solicitation Amd No. 001, Revision No. 3.

Question 5:

MTC1 requests demonstration of a similar project provided within the past 5 years. Would the Crown be open to extending MTC1 to similar projects within the past 10 years?

The current criteria is requesting the generic ERP System Analyst role, however the project requires roles specific to the Siebel platform (Java). While our firm has provided ERP resources, none of them are specific to Siebel (SAP, Dynamics, PeopleSoft, Oracle). No other roles will align under Java within those ERP projects. We have placed Java and network resources elsewhere but not under an ERP supply arrangement.

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To demonstrate history of this kind, the previous holders of this particular vehicle at CIC (from 10 years ago) should be allowed to use their references as they have previously demonstrated their ability to support the needs of CIC and, having lost the supply arrangement 5 years ago, then transferred the majority of the incumbent subcontractors to the new successful bidder.

Lastly, omnibus-type vehicles in the last 4 years have been quite rare within the federal government.

Answer 5:

No. The requirements do not restrict the bidder to contracts at CIC and multiple categories are proposed. In addition, both the length of contract requirement and the time span requirement for when this contract would have taken place are the typical values for these types of contracts. As such, the requirements are considered to be flexible enough to permit a wide selection of qualified bidders to meet them.

Question 6:

Could the Crown please clarify the Contracting Authority for this bid? Page 1 mentions to send enquiries to Gail Cook, whereas page 28 states Joanne St-Jean Valois?

Answer 6:

During the solicitation process, enquiries are to be directed to Gail Cook. When the contracts are awarded the Contracting Authority will be Joanne St-Jean Valois.

Question 7:

MTC19 and MTC 23 requires 5 years in the last 10 years working with "F5 Big-IP" as a Load Balancing Solution. F5 Big-IP is a very limiting as F5 products are not widely used in the NCR or the Federal Government. Would CIC change the requirement to read "...for a Load Balanced environment using any software for traffic management"

Answer 7:

As with software, specific knowledge of the products in use at CIC is required. As the appliances in use at CIC are F5 Big-IP, the requirement is that potential resources have experience with these devices.

Question 8:

RTC 46 and RTC 53 require 9 years of experience of "F5 Big-IP" to obtain full points. F5 Big-IP is a very limiting as F5 products are not widely used in the NCR or the Federal Government. Would CIC change the requirement to "...experience in architecting, documenting, implementing and maintenance of Traffic Management Solutions using any third-party products.

Answer 8:

As with software, specific knowledge of the products in use at CIC is required. As the appliances in use at CIC are F5 Big-IP, the requirement is that potential resources have experience with these devices.

Question 9:

RTC45 and RTC52 require over 9 years of experience with F5 Big-IP solutions. F5 Big-IP is a very limiting as F5 products are not widely used in the NCR or the Federal Government. Would CIC change the requirement to "...experience in supporting, monitoring, upgrading, patching and maintenance of F5 Big-IP solutions."

Answer 9:

As with software, specific knowledge of the products in use at CIC is required. As the appliances in use at CIC are F5 Big-IP, the requirement is that potential resources have experience with these devices.

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Question 10:

Can you confirm if MTC7 and MTC9 requires a resource with experience designing functional solutions to meet business requirements in any of the following three environment:

- Siebel CRM based application
- Online based application
- Integrated environments (interfaces)?

Answer 10:

The requirement is for 5 years of experience in any one of the three environments. The combination of experience in more than one of these environments to meet the minimum 5 years of experience is not permitted.

Question 11:

Would CIC please extend the due date of this solicitation by two weeks?

Answer 11:

An extension to June 29, 2017 was granted.

Question 12:

Given the high volume of RFPs that have been released by the Crown, will you please provide a 2 week extension to the closing date to allow us sufficient time to respond to this RFP?

Answer 12:

An extension to June 29, 2017 was granted.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

NOTE: A BID ALREADY SUBMITTED MAY BE AMENDED PRIOR TO THE CLOSING DATE. AMENDING CORRESPONDENCE MUST ADDRESS THE SOLICITATION NUMBER AND THE CLOSING DATE AND MUST BE ADDRESSED TO:

**BID RECEIVING
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA
11 LAURIER STREET
PLACE DU PORTAGE, PHASE III
MAIN LOBBY, CORE 0B2
GATINEAU, QUEBEC K1A 0S5**