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**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

<b>Title - Sujet</b> TBIPS Application Services (PSAB)	
<b>Solicitation No. - N° de l'invitation</b> B8986-170043/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> B8986-170043	<b>Date</b> 2017-06-07
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-626-31511	
<b>File No. - N° de dossier</b> 626zm.B8986-170043	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-06-29</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Holden, Carole	<b>Buyer Id - Id de l'acheteur</b> 626zm
<b>Telephone No. - N° de téléphone</b> (873) 469-4636 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1156
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> CITIZENSHIP AND IMMIGRATION CANADA	

**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</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## AMENDMENT NO. 002

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

### **RFP REVISION:**

3. **At Attachment 4.2 Point-Rated Technical Criteria, 2. Resources, 2.2 ERP A.4 System Analyst, Level 3, Resource #2 RTC15:**

Delete:

<b>RTC15</b>	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	2 points	
		3+ to 5 years	4 points	
		5+ to 7 years	6 points	
		7+ to 9 years	8 points	
		9+ years	10 points	

Insert :

<b>RTC15</b>	The proposed resource should demonstrate experience in leading the evaluation of Siebel CRM, <b>or</b> 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	2 points	
		3+ to 5 years	4 points	
		5+ to 7 years	6 points	
		7+ to 9 years	8 points	
		9+ years	10 points	

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### **QUESTIONS AND ANSWERS:**

#### **Question 1:**

Please refer to page 64, 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 Amendment No. 001, Revision 2.*

#### **Question 2:**

Given the high volume of RFP's issued by the Government of Canada at this time, and the complex technical criteria, we respectfully request, at a minimum, a 3-week extension to the closing date of this solicitation.

#### **Answer 2:**

*An extension to June 29, 2017 was granted.*

#### **Question 3:**

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.

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 3:**

*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.*

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**Question 4:**

MTC 13 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 IRCC change the requirement to read “...for a Load Balanced environment using any software for traffic management”

**Answer 4:**

*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 5:**

RTC 26 requires 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 IRCC change the requirement to “...experience in architecting, documenting, implementing and maintenance of Traffic Management Solutions using any third-party products.

**Answer 5:**

*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 6:**

RTC25 requires 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 IRCC change the requirement to “...experience in supporting, monitoring, upgrading, patching and maintenance of F5 Big-IP solutions.”

**Answer 6:**

*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 7:**

Can you confirm if MTC6 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 7:**

*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.*

**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:

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