



**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  
Quebec  
K1A0S5  
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 DOCUMENT 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 Street  
11, rue Laurier  
Place du Portage, Phase III, 4C2  
Gatineau  
Quebec  
K1A0S5

<b>Title - Sujet</b> PMESS - TBIPS	
<b>Solicitation No. - N° de l'invitation</b> W6369-16DE18/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> W6369-16DE18	<b>Date</b> 2017-10-31
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$IPS-002-31906	
<b>File No. - N° de dossier</b> 002ips.W6369-16DE18	<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 2017-11-23</b>	
<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> Francoeur-Massia, Diane	<b>Buyer Id - Id de l'acheteur</b> 002ips
<b>Telephone No. - N° de téléphone</b> (613) 944-5687 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

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> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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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**Purpose:**

To respond to various enquiries regarding this solicitation and to make changes to the solicitation closing date and the evaluation criteria.

**QUESTIONS AND ANSWERS**

**QUESTION 6**

Could you please let me know if my company is eligible to bid on this RFP or if we need to be invited to bid? It appears that on some TBIPS RFPs, eligible vendors are listed in the bid document and/or specifically invited. On others (like this one it appears), there is a general statement of bidder eligibility within the RFP itself (in this case, 1.2 g). Is this correct?

**ANSWER 6**

As stipulated in the solicitation, *"Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2, for all Resource Categories in Workstream A or for all Resource Categories in Workstream B in the National Capital Region under the EN578-170432 series of SAs are eligible to compete."* Bidders should consult their current TBIPS SA(s) to verify whether they meet these requirements. The scope and type of TBIPS requirement dictates the method of solicitation. For example, some TBIPS Tier one requirements can be solicited directly to qualified bidders by email. For this procurement, the Government Electronic Tendering Service (BuyandSell.gc.ca) is the required method for soliciting TBIPS Tier 2 requirements.

**QUESTION 7**

Would the crown consider accepting contracts that have been awarded within the past seven years prior to solicitation closing while still meeting all other requirements (ie minimum initial value of \$5M and 15 resources provided simultaneously for a period of at least 12 consecutive months)?

**ANSWER 7**

Please see Answer 2 in Amendment 001

**QUESTION 8**

With regards to CM1 for WKSTM A, large assignments/deployments for resources of this scope are commonly found in Private Sector agreements with clients wherein contract serial numbers and/or contract cover page are not the norm (more of a Federal Government /Public Sector feature). As bidders are not restricted from referencing Private Sector clients, would the crown consider as equivalent to a contract serial number and/or contract cover page, a signed client letter attesting to the billed services rendered for CM1, including award date, end date, number of IPS resources provided, customer name, and contact responsible for the contract?

**ANSWER 8**

Canada agrees to remove the requirement for bidders to provide the front page of each referenced contract under CM1. However, bidders must still provide a contract serial number or other unique contract identifier as well as all the other requirements stipulated in this criteria. See Changes section below. Canada will not accept a signed client letter as requested.

**QUESTION 9**

Given the complexity of preparing a response and the short time frame leading up to bid due date, we respectfully request a two-week extension to the solicitation closing date so that Bidders may prepare complete and thorough responses.

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#### **ANSWER 9**

The timelines for this procurement are limited due to operational requirements therefore, PWGSC agrees to extend the solicitation closing by one week only to November 23, 2017, 2PM Eastern Standard Time. Bidders should budget their time accordingly and submit any questions as soon as possible. Although the bid closing date is being extended, the date for answering questions is only being extended until November 13, 2017. Therefore, bidders should submit all questions by this time. Canada does not commit to answer questions received after this.

#### **QUESTION 10**

The RFP has 2 streams A and B. Stream A includes 52 categories covering 5 TBIPS service class. **This is extremely restrictive and favors the incumbent company** given that bidders will have to be qualified under all 5 service classes with the ability to provide all 52 categories of resources in order to bid on Stream A, therefore severely limiting the number of companies that will be able to bid. We have not yet seen this type of requirement under TBIPS where all categories are lumped together under a single workstream. We request that it be changed to ensure a fair procurement process and to allow companies of different sizes and different focus to bid. For example, a company without a focus and expertise on Geomatics services (which is a very specialized service) will not be able to bid on Stream A. At the same time, since firms who provide Geomatics services tend to be very focused on Geomatics, many of these firms will likely not qualify for the other Stream A categories required. All of this results in very few firms who would be qualified to bid on the stream and strongly favors the incumbent company. We therefore request that, at the very least, the Geomatics Services Class be separated in its own workstream, the same way as the IT Security services has its own stream. This is also true for all TBIPS service class and most RFPs have workstreams that correspond to the TBIPS service classes which then allows bidders who specialize in specific areas to bid on that particular workstream. Please consider changing the RFP to add more workstreams.

#### **ANSWER 10**

Canada's review indicates that many TBIPS SA holders are eligible to compete under Workstream A and this group represents a good level of competition in our opinion. While the number of categories required may seem excessive to some, our clients' needs are complex and Canada requires bidders who can provide resources with the required range of skillsets on demand. Separating this procurement further would not meet operational requirements. Please note as well that Bidders who don't qualify under Workstream A may still be qualified to submit a bid under Workstream B of this solicitation. Subcontracting opportunities may exist as well for bidders who wish to partner with qualified TBIPS SA holders. Canada will not change the solicitation as requested.

#### **QUESTION 11**

Our company is a Tier 2 Supplier qualified under Workstream A Resource Categories but not Workstream B. Are we still able to pursue this opportunity?

#### **ANSWER 11**

A Bidder may be eligible to compete under Workstream A or Workstream B or both, provided they meet requirements of the solicitation.

#### **QUESTION 12**

Corporate Mandatory Requirement 1-Part 3. (page 282 of the RFP) states that bidders "*must have provided at least 15 resources simultaneously for a period of at least 12 consecutive months*" on each cited contract (that also meet CM1 Part 1. and 2.), in order to be deemed compliant. This requirement seeks to assess a bidder's ability to deliver on the incumbent contract, which is much larger than the multiple contracts that will ensue as a result of this solicitation (due to the fact that the total contract value will be shared amongst 3 or 4 vendors, rather than being held by a single company as is currently the

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case). Furthermore, in light of the Crown's hiring cycles and the regular fluctuations in our clients' budgets, it is typical for the number of resources being delivered on a single contract (including Tier 2 TBIPS contracts) to fall below 15 simultaneously delivered resources over any given 12-month period.

With that said, this requirement does not effectively gauge a bidder's ability to manage and deliver on contracts of comparable size to those forthcoming. As such, we would like to request that DND accept (as an alternative to CM1 Part 3.), Informatics Professional Services contracts under which a minimum of \$5,000,000.00 +HST of services were delivered in the last five years. Such corporate experience clearly demonstrates a proven record of delivery on contracts of equal or greater value to the contracts that will be awarded as a result of this solicitation.

#### **ANSWER 12**

The value of a contract in itself is not indicative of a bidder's ability to provide qualified resources that can meet the stated requirements. Canada requires demonstrated corporate experience in providing a certain volume of resources over a given period as well. This requirement is generic in that it only refers to quantity of resources as opposed demonstrating the type (that being, category and level). The number and complement of categories under this procurement is anticipated to be greater than that of the current contract. Canada believes that the quantity required under CM1(3) is commensurate with the quantity that a bidder may be required to provide if awarded a contract under this procurement, even if up to three contracts are awarded under Workstream A. Canada will not change CM1 as requested.

#### **QUESTION 13**

For I.6, Network Analyst Level 3, rated criteria R6, would you also accept the following certification: CCNA (Cisco Certified Network Associate)?

#### **ANSWER 13**

Yes, Canada will accept a CCNA (Cisco Certified Network Associate) certification for I.6, Network Analyst Level 2, rated criteria R6 and for I.6, Network Analyst Level 3, rated criteria R6.

#### **QUESTION 14**

For I.6, Network Analyst Level 3, for M3, can you please define a "large sized" network environment

#### **ANSWER 14**

See changes below.

#### **QUESTION 15**

For the resources that are required to be submitted at bid closing, can you please advise the minimum security clearance proposed resources must hold?

#### **ANSWER 15**

Before contract award, all resources proposed under evaluation criteria CM2 for Workstream A and B must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by CISD/PWGSC.

#### **QUESTION 16**

Can a respondent bid on a single Workstream (A or B) only, or must respondents bid on both Workstream A & B?

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**ANSWER 16**

See Answer 11.

**QUESTION 17**

Given the number of RFPs currently posted and the scope of this requirement, we kindly request a two (2) week extension be granted to November 30, 2017 to ensure maximum number of submissions.

**ANSWER 17**

See Answer 9.

**QUESTION 18**

Would the Crown please verify what level of security clearance each resource who is being proposed for this response is required to have? The Security Requirement Checklist (SRCL) Supplemental Security Guide does not clearly indicate what level is required for the bid.

**ANSWER 18**

See Answer 15.

**CHANGES**

Based on questions received from Bidders, Canada agrees to make the following changes:

**Workstream A – Corporate Criteria**

No	Evaluation Criteria	Bidder's Response
CM1	<p>The Bidder must have been awarded two Informatics Professional Services* contracts.</p> <p>To be accepted, each contract:</p> <ol style="list-style-type: none"><li>1. Must have been awarded within the past <del>five</del><u>ten</u> years prior to solicitation closing date;</li><li>2. Must have a minimum <del>contract initial</del> value of \$5,000,000.00, <u>as last amended</u>; and</li><li>3. The Bidder must have provided at least 15 resources simultaneously for a period of at least 12 consecutive months <u>within the last five years</u>.</li></ol> <p>To demonstrate this experience, the bidder must provide customer references for two individual IPS contracts (one reference for each contract). Each reference must include the following information:</p> <ol style="list-style-type: none"><li>(i) A contract serial number or other unique contract identifier;</li></ol>	

	<p>(ii) The start date and expiry date of the contract;</p> <p>(iii) The contract value, including GST/HST;</p> <p>(iv) The number of IPS resources provided;</p> <p>(v) The customer organization name; <u>and</u></p> <p>(vi) The name, title, and either the telephone number or email address of the organization's contact responsible for the contract who can validate the information presented; <u>and</u></p> <p><del>(vii) The front page of each referenced contract.</del></p> <p>It is the Bidder's responsibility to ensure that any information divulged is with the permission of the references provided.</p> <p>*Informatics Professional Services (IPS) are professional services provided by the Bidder in support of an information technology or information management contract.</p> <p>Note: The Bidder must have been the prime contractor, rather than a subcontractor. This means that the Bidder contracted directly with the customer of the work. If the Bidder's contract was to perform work which another entity had itself first contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with Y for services. Y, in turn, entered into a contract with X to provide all or part of these services to Z. In this example, Y is a prime contractor and X is a subcontractor.</p>	
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**Workstream B – Corporate Criteria**

No	Evaluation Criteria	Bidder's Response
<b>CM1</b>	<p>The Bidder must have been awarded two Informatics Professional Services* contracts.</p> <p>To be accepted, each contract:</p> <ol style="list-style-type: none"> <li>1. Must have been awarded within the past <del>ten</del> <u>five</u> years prior to solicitation closing date;</li> <li>2. Must have a minimum <del>contract initial</del> value of \$2,000,000.00 <u>as last amended</u>; and</li> <li>3. The Bidder must have provided at least 10 resources simultaneously for a period of at least 12 consecutive months <u>within the last five years</u>.</li> </ol>	

	<p>To demonstrate this experience, the bidder must provide customer references for two individual IPS contracts (one reference for each contract). Each reference must include the following information:</p> <ul style="list-style-type: none"><li>(i) A contract serial number or other unique contract identifier;</li><li>(ii) The start date and expiry date of the contract;</li><li>(iii) The contract value, including GST/HST;</li><li>(iv) The number of IPS resources provided;</li><li>(v) The customer organization name; <u>and</u></li><li>(vi) The name, title, and either the telephone number or email address of the organization's contact responsible for the contract who can validate the information presented; <u>and</u></li><li><del>(vii) The front page of each referenced contract.</del></li></ul> <p>It is the Bidder's responsibility to ensure that any information divulged is with the permission of the references provided.</p> <p>*Informatics Professional Services (IPS) are professional services provided by the Bidder in support of an information technology or information management contract.</p> <p>Note: The Bidder must have been the prime contractor, rather than a subcontractor. This means that the Bidder contracted directly with the customer of the work. If the Bidder's contract was to perform work which another entity had itself first contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with Y for services. Y, in turn, entered into a contract with X to provide all or part of these services to Z. In this example, Y is a prime contractor and X is a subcontractor.</p>	
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The footnote for I.6, Network Analyst Level 3 is changed as follows:

**NOTE: # Medium size refers to the number of network nodes being 500-1000-or more. Large size refers more than 1000 network nodes.**

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**