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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

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

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Gatineau

Québec

K1A 0S5

Title - Sujet Services TBIPS SA for IRCC SIMB	
Solicitation No. - N° de l'invitation B8926-170503/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B8926-170503	Date 2017-11-17
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-620-31932	
File No. - N° de dossier 620zm.B8926-170503	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-11-28	
Time Zone Fuseau horaire Eastern Standard Time EST	
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: St-Jean Valois, Joanne	Buyer Id - Id de l'acheteur 620zm
Telephone No. - N° de téléphone (873) 469-4945 ()	FAX No. - N° de FAX (819) 956-1156
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

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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SOLICITATION AMENDMENT 002

This amendment is raised to:

1. Provide answers to Bidders questions in relation to the above solicitation, and
 2. Amend the Request for Proposal (RFP) as detailed in Appendix A-2 below.
-

Question #1:

Attachment 4.2 RTC2 – Resource Categories awards full points for providing resources under 4 to 4+ resource categories within the past five (5) years. However, there are only three (3) resource categories required in this proposal:

- B.10 Help Desk Specialist;
- B.13 Operations Support Specialist; and
- I.2 Database Administrator.

Would the client please clarify how Bidders are to respond to this criteria in order to achieve full points?

Answer #1:

CIC will amend RTC2 to the following points scale

3 to 3+ categories = 7 points

2 categories = 4 points

1 category = 2 points

Question 2:

Ref Help Desk Specialist Level 3, MTC6, Pg 5 of 6 - Please confirm if the Crown will accept an Electrical Engineering Degree, comprising Technical Operations, from a recognized University as equivalent to the mandatory post-secondary educational requirement?

Answer #2:

The Crown accept an Electrical Engineering Degree, comprising Technical Operations, from a recognized University as equivalent to the mandatory post-secondary educational requirement.

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Question 3:

Mandatory requirement MTC9 (page 87 of 94) requires 12 years of experience as an Operations Support Specialist. This is a very high number of years of experience for a mandatory requirement. Usually, 10+ years is accepted as a minimum for the most senior level Operations Support Specialist TBIPS requirements. Please consider amending MTC9 to accept 10+ years of experience as an Operations Support Specialist. If there is a preference for more years, then perhaps a rated requirement could be added to accommodate this preference.

Answer 3:

In relation to MTC9, we accept 10+ years of experience as an Operations Support Specialist.

Question 4:

Mandatory Criterion MTC1 requires bidders to demonstrate experience providing Operations Support Services on a single contract with at least two of the categories listed at Annex A, Statement of Work. Typically, operational support environments include categories such as Help Desk, Network Support, Operations Support, etc. and not Database-related roles. In fact, the TBIPS Supply Arrangement categorizes operational support categories (i.e., Help Desk, Network Support) under *Stream 4: Business Services*, whereas *Stream 3: IM/IT Services* includes data related categories, including Database Administrator. Requesting a single contract limits the number of bids Canada will receive as very few firms, if any, will have a single reference contract that would meet this mandatory criterion. As such, would the Crown please consider allowing bidders to use two contracts to demonstrate this experience? This will enable bidders who have provided resources in all of these categories, rather than limiting the solicitation process to heavily favor incumbent vendors. Please advise.

Answer 4:

The Crown believes that using 1 reference contract, for an initial minimum period of 1 year, with a single client, in 2 of the 6 categories listed in MTC1 1.e) will not limit the solicitation process and/or favor some vendors.

Question 5:

Given the high number of Solicitations/RFPs currently issued by the Government of Canada, including several for IRCC, and the Remembrance Day holiday, we respectfully request a two-week extension to the closing date of this Solicitation. This will ensure adequate time to prepare a quality, complete

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proposal for this key operational function and would be of significant benefit and value-add to IRCCs evaluation process. Please advise.

Answer 5:

An extension to November 28, 2017 was granted. **Please refer to solicitation amendment 001.** Due to operational requirements, no further extensions will be granted.

Question 6:

Ref MTC1 and RTC2 - MTC1 requires bidders to demonstrate experience providing Operations Support Services using one contract that covers at least two of the categories listed at Annex A, Statement of Work, and RTC2 allots full points for demonstrating 4 to 4+ categories. Per the TBIPS standard, operational support environments include categories such as Help Desk, etc. and not Database-related categories. As it stands, the TBIPS Supply Arrangement categorizes operational support categories (i.e., Help Desk) under *Stream 4: Business Services*, whereas *Stream 3: IM/IT Services* covers data related categories, including Database Administrator. Requesting a single contract limits the number of bids Canada will receive as very few firms, if any, will have a single reference contract that would meet these mandatory and rated criterion. As such, would the Crown please allow bidders to use two contracts to demonstrate this experience? This will enable bidders to complete/score well and who have provided resources in all of these categories, rather than limiting the solicitation process to heavily favor incumbent vendors. Please advise.

Answer 6:

Refer to answer provided under Question #4 above.

Question 7:

Given the Remembrance Day holiday, the large number of Solicitations/RFPs currently undergoing bid competitions, and the time required to develop detailed and complete proposal for this Solicitation, we would like the closing date extended for a minimum of one week. Please advise.

Answer 7:

Refer to answer provided under Question #5 above.

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Question 8:

Given the volume of CIC Tier 2 bids currently active at the moment, and the ability to prepare a complete and thorough response within the provided timeframe leading up to bid due date, we respectfully would like to request a two-week extension to the solicitation closing date.

Answer 8:

Refer to answer provided under Question #5 above.

Question 9:

MTC6: The proposed resource must clearly demonstrate the completion of a post-secondary educational program in computer science, information technology or information management.

Proof must be provided.

As no minimum duration of program has been defined, we seek clarification on the post-secondary education programs that will be accepted.

Example: Will an “Attestation d’études collégiales” program (CEGEP) be accepted (assuming that it is computer science, information technology or information management)?

Answer 9:

In Canada, there are different types of post-secondary schools:

- universities
- colleges
- institutes

Schools that are recognized can grant:

- degrees
- diplomas
- certificates
- other qualifications

An “Attestation d’études collégiales” program (CEGEP) will be accepted (assuming that it is computer science, information technology or information management)

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Question 10:

Appendix C to Annex A – Operations Resources Assessment Criteria and Response Table, Mandatory Technical Criteria MTC1

Would PWGSC/CIC accept a copy of a resource’s post-secondary education transcript as proof of education?

Answer 10:

The Crown will not accept a post-secondary education transcript as proof of education.

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1. At Attachment 3.1 **DELETE** the form Attachment 3.1 in its entirety we do that change because no document safeguarding applies to that requirement.

And

INSERT the revised Attachment 3.1

BID SUBMISSION FORM (revised November 17, 2017)		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Number of the Supply Arrangement (SA) [Note to Bidders: Please ensure to provide your Supply Arrangement number.]		
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]		
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive?	

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		Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]			
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: <ol style="list-style-type: none"> 1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 			
Signature of Authorized Representative of Bidder			

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2. At Attachment 4.2 – Point Rated Technical Criteria, RTC2 Criterion is amended as follow:

DELETE:

RTC2	<p>Resource Categories. The Bidder should demonstrate the number of the following same or similar categories where resources have been provided on one or more contracts, within the last five years (as of bid closing date).</p> <ul style="list-style-type: none"> - B.10 Help Desk Specialist, Level 2 - B.10 Help Desk Specialist, Level 3 - B.13 Operations Support Specialist, Level 2 - B.13 Operations Support Specialist, Level 3 - I.2 Database Administrator, Level 2 - I.2 Database Administrator, Level 3 <p>A copy of the Contract Statement of Work and/or Task Authorization Statement of Work should be submitted with the bid to substantiate that the services provided by the proposed category are the same or similar to the tasks listed in Section 5 of the Statement of Work of this bid solicitation.</p> <p>If the Bidder's reference contract(s) does not have a Statement of Work with a list of detailed tasks, the Bidder should provide a list of tasks performed under the reference contract(s) that can be confirmed and validated by the Client for the reference contract(s). The list of tasks provided by the Bidder should clearly demonstrate that they are the same or similar to the tasks listed in Section 5 of the Statement of Work of this bid solicitation.</p> <p>The following information must be provided for each category:</p> <ul style="list-style-type: none"> • Resource name; • Category as detailed in Annex A, Statement of Work; • Client contact name; • Client's title; • Client organization; • Client's telephone number; • Client's email address; • Contract numbers; and 	10	<p>4 to 4+ categories - 10 points 3 categories - 7 points 2 categories - 4 points 1 category - 2 points</p>
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	<ul style="list-style-type: none"> Contract start and end dates. <p>The information listed above should be submitted with the bid using the Form 2 – Resource Category Form. If any of the information is not submitted, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the information listed above within the time frame provided will render the bid non-responsive.</p>		
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INSERT:

RTC2	<p>Resource Categories. The Bidder should demonstrate the number of the following same or similar categories where resources have been provided on one or more contracts, within the last five years (as of bid closing date).</p> <ul style="list-style-type: none"> B.10 Help Desk Specialist, Level 2 B.10 Help Desk Specialist, Level 3 B.13 Operations Support Specialist, Level 2 B.13 Operations Support Specialist, Level 3 I.2 Database Administrator, Level 2 I.2 Database Administrator, Level 3 <p>A copy of the Contract Statement of Work and/or Task Authorization Statement of Work should be submitted with the bid to substantiate that the services provided by the proposed category are the same or similar to the tasks listed in Section 5 of the Statement of Work of this bid solicitation.</p> <p>If the Bidder's reference contract(s) does not have a Statement of Work with a list of detailed tasks, the Bidder should provide a list of tasks performed under the reference contract(s) that can be confirmed and validated by the Client for the reference contract(s). The list of tasks provided by the Bidder should clearly demonstrate that they are the same or similar to the tasks listed in Section 5 of the Statement of Work of this bid solicitation.</p> <p>The following information must be provided for each category:</p> <ul style="list-style-type: none"> Resource name; Category as detailed in Annex A, Statement of Work; Client contact name; Client's title; Client organization; Client's telephone number; Client's email address; Contract numbers; and Contract start and end dates. <p>The information listed above should be submitted with the bid using the Form 2 – Resource Category Form. If any of the information is not</p>	10	<p>3 to 3+ categories = 7 points</p> <p>2 categories = 4 points</p> <p>1 category = 2 points</p>
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	submitted, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the information listed above within the time frame provided will render the bid non-responsive.		
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