

<b>Solicitation No. – N° de l'invitation</b> W6369-16P5KK/A	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b> 005IPS
<b>Client Ref. No. – N° de réf. De client</b> W6369-16P5KK	<b>File No. – N° du dossier</b> 005IPS. W6369-16P5KK	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## FORM 2

### SUBSTANTIATION OF TECHNICAL COMPLIANCE

#### 1.0 EVALUATION CRITERIA

##### **Similar Environment:**

- *Minimum of 30,000 workstations supported and located across multiple geographical areas nationally and internationally (spanning multiple cities and not buildings within the same city);*
- *Minimum of 1,000 workstations on a classified or secret network;*
- *Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003, Windows 2008 or Windows 2012) supported and located in a minimum of five (5) different cities;*
- *Microsoft Windows workstation operating system (Windows XP, Windows Vista, Windows 7, or Windows 10); and*
- *Centralized software distribution and patch management.*

**Note: Actual numbers must be provided with the bid.**

#### **Corporate Mandatory Criteria for Streams 1 and 2**

<b>MT#</b>	<b>Mandatory Corporate Criteria</b>	<b>Bidder Substantiation</b>	<b>Reference to additional Substantiating Materials included in Bid</b>
<b>MT1</b>	<p>The Bidder must demonstrate its experience delivering one (1) Contract for a Government that involves the provisioning of <i>informatics professional services</i> as defined below. A copy of the contract must be provided.</p> <p>The single Contract must:</p> <ol style="list-style-type: none"> <li>a. Have met all the criteria of a "similar environment" as defined above;</li> <li>b. Have a minimum contract value of \$5,000,000 (excluding applicable taxes) or more not including amendments;</li> <li>c. Have been awarded within the last eight (8) years from the date of issuance of this solicitation and was for a period of at least three (3) years;</li> </ol>		

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	<p>d. Have provided a minimum of eight (8) resources working simultaneously for a period of at least twelve (12) consecutive months; and</p> <p>e. Have provided the resources in the Core Categories as indicated in the Statement of Work as follows:</p> <p><b>Stream 1 :</b></p> <ul style="list-style-type: none"> <li>– A.7 Programmer/Analyst, Level 3</li> <li>– A.8 System Analyst, Levels 2 and 3</li> <li>– A.11 Tester, Levels 2 and 3</li> <li>– B.10 Help Desk Specialist, Level 2</li> <li>– B.13 Operations Support Specialist, Level 3</li> <li>– B.14 Technical Writer, Level 2</li> <li>– P.9 Project Manager, Level 3</li> <li>– P.10 Project Scheduler, Level 3</li> </ul> <p><b>Stream 2:</b></p> <ul style="list-style-type: none"> <li>– A.7 Programmer/Analyst, Level 2</li> <li>– A.8 System Analyst, Levels 2 and 3</li> <li>– B.1 Business Analyst, Level 2</li> <li>– B.14 Technical Writer, Level 2</li> <li>– I.10 Technical Architect, Level 3</li> <li>– I.11 Technology Architect, Levels 2 and 3</li> <li>– P.9 Project Manager, Levels 2 and 3</li> </ul> <p><i>* Informatics Professional Services is defined as services provided by the Bidder in support of an information technology or information management project or contract.</i></p> <p><b>NOTE:</b> The requirement for a minimum of eight (8) resources working simultaneously for a period of twelve (12) consecutive months means that over this twelve (12) month period there must have been at least eight (8) resources working concurrently as described in the paragraph MT1 (d) of the Corporate</p>	

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<p>Mandatory Criteria under the same contract. The Bidder must demonstrate that at least eight (8) resources were provided every month for the entire twelve (12) months period. There must not have been a break in service from any of the resources from one month to the next for the entire twelve (12) months. For example, if the Bidder was able to provide 15 resources throughout months 1 to 3 and 6 to 12, but could only provide 4 resources during months 4 to 5, then they would be considered non-compliant due to the inability to meet the requirements of Corporate Mandatory Criteria MT1 (d) as the Bidder did not provide the minimum number of resources for the entire twelve (12) months period.</p> <p>To demonstrate this experience the Bidder must submit one (1) customer reference Contract managed within the last eight (8) years. The reference must include:</p> <ul style="list-style-type: none"> <li>• Name of organization;</li> <li>• Contact responsible for the Contract (Name, Title, telephone number and/or email address);</li> <li>• Contract number;</li> <li>• Start date;</li> <li>• End date;</li> <li>• Dollar value not including amendments;</li> <li>• Provided core categories as stated in the Statement of Work.</li> </ul> <p>The information listed above should be submitted with the bid using Form 6 – Customer Reference Contact Information 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> <p>It is the Bidder's responsibility to ensure that any information divulged is accurate.</p>		

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	<p>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> <p>Bidders are reminded that a Supply Arrangement or Standing Offer is not a contract and therefore any reference to this type of document will not be accepted for the purpose of evaluating contract experience. For example if the Bidder references it's TBIPS SA number such as EN578-055605/XXX/EL for the purpose of demonstrating experience under the evaluation criteria, Canada will disregard this experience because it does not relate to a specific contract.</p>				
<b>MT2</b>	<p>The Bidder must identify a Client Manager that will be the single point of contact for all aspects of the contract and resource management. The Client Manager must have a minimum of three (3) years within the last five (5) years (as of the date of issuance of this solicitation) experience as a Client Manager providing contract management services as described in the Statement of Work:</p> <ul style="list-style-type: none"> <li>a. The Bidder must provide a minimum of one (1) managed IT project within the past five (5) years including the client contact name, title, and department/organization for whom the Client Manager had to provide at least eight (8) resources simultaneously; and</li> <li>b. A copy of the client manager's resume must be provided with the bid.</li> </ul>				