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Gatineau

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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

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

Title - Sujet IM/IT Professional Services	
Solicitation No. - N° de l'invitation W6369-16P5KK/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client W6369-16-P5KK	Date 2017-12-21
GETS Reference No. - N° de référence de SEAG PW-\$IPS-005-32058	
File No. - N° de dossier 005ips.W6369-16P5KK	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-01-17	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-Onge, Josée	Buyer Id - Id de l'acheteur 005ips
Telephone No. - N° de téléphone (873) 469-4944 ()	FAX No. - N° de FAX () -
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

Solicitation No. – N° de l'invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l'acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME

SOLICITATION AMENDMENT 002

This solicitation amendment is raised to :

1. Provide answers to Bidders questions in relation to this solicitation; and
 2. Amend the Request For Proposal (RFP) as detailed in Appendix A-2 below.
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Question #4:

Is there currently, or has there been in the past 12 months, an incumbent performing the duties described in the solicitation? If so, can you please provide the name of the incumbent company, the contract duration, and the total contract value?

Answer #4:

Please refer to answer #1 of the solicitation amendment 001.

Question #5:

Mandatory MT1 requires a minimum of one (1) contract that involves the provisioning of informatics professional services. For a contract to meet this criteria, the Bidder is required to demonstrate that they have provided resources in ALL the core categories listed, with 8 resources being on contract for a simultaneous period of 12 months. Further, the contract environment must have contained :

- a minimum of 30,000 workstations supported and located nationally and internationally
- a minimum of 1000 workstations on a classified network
- a minimum of 50 Windows Servers located in five (5) different cities
- windows workstation operating system
- Centralized software distribution and patch management

We feel that this criteria is unnecessarily restrictive since the only Government departments/agencies with over 30,000 workstations supported and located nationally and internationally (with a minimum of 1,000 workstations on a classified network) appear to be limited to the Department of National Defence and Shared Services Canada. For the same reason, Bidders who have large-scale contracts that meet the definition of a “similar environment” likely have not placed resources in all of the resource categories.

Solicitation No. – N° de l'invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l'acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME

We recognize that the Department of National Defence requires bidders to have experience providing services to large-scale organizations located nationally and internationally, delivering multiple resources simultaneously in a variety of the categories listed. Given this, we would like to respectfully request that the Crown separate mandatory criteria M1 into two separate criteria to allow Bidders that have supported comparable technical environments and that have demonstrated a capacity to meet the varying resource requirements, submit a response to this RFP.

Specifically, we are proposing the following change to the mandatory criteria:

MT1	<p>The Bidder must demonstrate its experience delivering one (1) Contract for a Government that involves the provisioning of informatics professional services. A copy of the contract must be provided.</p> <p>The single Contract must:</p> <ul style="list-style-type: none"> a. Have met all the criteria of a "similar environment" as defined above; b. Have a minimum contract value of \$5,000,000 (excluding applicable taxes) or more not including amendments; 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; d. Have provided a minimum of eight (8) resources working simultaneously for a period of at least twelve (12) consecutive months.
MT2	<p>The Bidder must demonstrate their ability to provide resources in the core categories as indicated in the Statement of Work using a maximum of five (5) reference contracts. These contracts must have been awarded in the last eight (8) years and resources must have been placed on the contract for a minimum duration of six (6) months.</p> <p>Stream 1 :</p> <ul style="list-style-type: none"> – A.7 Programmer/Analyst, Level 3 – A.8 System Analyst, Levels 2 and/or 3 – A.11 Tester, Levels 2 and/or 3 – B.10 Help Desk Specialist, Level 2 – B.13 Operations Support Specialist, Level 3 – B.14 Technical Writer, Level 2 – P.9 Project Manager, Level 3 – P.10 Project Scheduler, Level 3

Solicitation No. – N° de l’invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l’acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME

	<p>Stream 2:</p> <ul style="list-style-type: none"> – A.7 Programmer/Analyst, Level 2 – A.8 System Analyst, Levels 2 and/or 3 – B.1 Business Analyst, Level 2 – B.14 Technical Writer, Level 2 – I.10 Technical Architect, Level 3 – I.11 Technology Architect, Levels 2 and/or 3 – P.9 Project Manager, Levels 2 and 3
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Answer #5:

Canada has amended Corporate Mandatory Criteria MT1 and added Corporate Mandatory Criteria MT3 for Streams 1 and 2 as detailed in the Appendix A-2 below.

Question #6:

Rated Criteria RT2 for Stream 1 requires bidders to have experience delivering contracts for a Government that involves the provisioning of informatics professional services beyond the mandatory one (1) contract stated in MT1, with 6+ contracts required to score full points.

To meet the definition of “similar environment” defined for MT1, it appears that Bidders must have held contracts only with the Department of National Defence or Shared Services Canada. By limiting the similar environment to what appears to be two (2) departments and requiring Bidders to have demonstrated experience providing all eight (8) resource categories on these contracts, the Crown has created a situation where very few bidders are able to score any points on this criteria.

Therefore, we would like to respectfully request the Crown amend rated criteria RT2 on Stream 1 to remove the requirement for Bidder’s to have placed resources in the core categories. Specifically, we are proposing the following change to rated criteria RT2:

RT2	<p>Demonstrated experience delivering contracts for a Government that involves the provisioning of informatics professional services beyond the mandatory one (1) contract stated in MT1.</p> <p>The contracts must:</p>	5	<p>2 contracts = 1 point 3-4 contracts = 3 points 5 or more contracts = 5 points</p>
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Solicitation No. – N° de l'invitation W6369-16P5KK/A		Amd. No – N° de la modif. 002		Buyer ID – Id de l'acheteur 005IPS	
Client Ref. No. – N° de réf. De client W6369-16P5KK		File No. – N° du dossier 005IPS. W6369-16P5KK		CCC No./ N° CCC – FMS No/ N° VME	
	a. Have a minimum contract value of \$5,000,000 (excluding applicable taxes) or more; b. Have been awarded within the last 10 years from the date of issuance of this solicitation; c. Have provided a minimum of eight (8) resources working simultaneously for a period of at least six (6) months				

Answer #6:

Canada has amended the Point-Rated Technical Criteria RT2 for Stream 1 as detailed in the Appendix A-2 below.

APPENDIX A-2

At Form 2- Substantiation of Technical Compliance, Corporate Mandatory Criteria MT1 has been amended and MT3 has been added for Streams 1 and 2 as follows:

DELETE Form 2- Substantiation of Technical Compliance in its entirety

INSERT **Form 2- Substantiation of Technical Compliance (Revised December 21st, 2017) – See attached.**

At Form 3 – Point-Rated Technical Criteria, Corporate Point-Rated Technical Criteria RT2 for Stream 1 has been amended as follows:

DELETE Form 3 – Point-Rated Technical Criteria in its entirety

INSERT **Form 3 – Point-Rated Technical Criteria (Revised December 21st, 2017) – See attached.**

Solicitation No. – N° de l'invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l'acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME

FORM 2
SUBSTANTIATION OF TECHNICAL COMPLIANCE
(REVISED DECEMBER 21ST, 2017)

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			
MT#	Mandatory Corporate Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
MT1	<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> <ul style="list-style-type: none"> a. Have met all the criteria of a "<i>similar environment</i>" as defined above; b. Have a minimum contract value of \$5,000,000 (excluding applicable taxes) or more not including amendments; 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; 		

Solicitation No. – N° de l’invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l’acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME
<p>d. Have provided a minimum of eight (8) resources working simultaneously for a period of at least twelve (12) consecutive months.</p> <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>NOTE: 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 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"> • Name of organization; • Contact responsible for the Contract (Name, Title, telephone number and/or email address); • Contract number; • Start date; • End date; 		

Solicitation No. – N° de l’invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l’acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME
<ul style="list-style-type: none"> • Dollar value not including amendments; • Provided core categories as stated in the Statement of Work. <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> <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>		

Solicitation No. – N° de l’invitation W6369-16P5KK/A		Amd. No – N° de la modif. 002		Buyer ID – Id de l’acheteur 005IPS	
Client Ref. No. – N° de réf. De client W6369-16P5KK		File No. – N° du dossier 005IPS. W6369-16P5KK		CCC No./ N° CCC – FMS No/ N° VME	
MT2	<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"> 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 b. A copy of the client manager's resume must be provided with the bid. 				
MT3	<p>The Bidder must demonstrate their ability to provide resources in the core categories as indicated in the Statement of Work using a maximum of five (5) reference contracts. These contracts must have been awarded in the last eight (8) years and resources must have been placed on the contract for a minimum duration of six (6) months.</p> <p>Stream 1 :</p> <ul style="list-style-type: none"> – A.7 Programmer/Analyst, Level 3 – A.8 System Analyst, Levels 2 and/or 3 – A.11 Tester, Levels 2 and/or 3 – B.13 Operations Support Specialist, Level 3 – B.14 Technical Writer, Level 2 – P.9 Project Manager, Level 3 – P.10 Project Scheduler, Level 3 <p>Stream 2:</p> <ul style="list-style-type: none"> – A.7 Programmer/Analyst, Level 2 – A.8 System Analyst, Levels 2 and/or 3 – B.1 Business Analyst, Level 2 – B.14 Technical Writer, Level 2 – I.10 Technical Architect, Level 3 				

Solicitation No. – N° de l’invitation W6369-16P5KK/A		Amd. No – N° de la modif. 002	Buyer ID – Id de l’acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK		File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME
	<ul style="list-style-type: none"> – I.11 Technology Architect, Levels 2 and/or 3 – P.9 Project Manager, Levels 2 and 3 		

Solicitation No. – N° de l'invitation W6369-16P5KK/A	Amd. No – N° de la modif. 002	Buyer ID – Id de l'acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK	File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME

FORM 3
POINT-RATED TECHNICAL CRITERIA
(REVISED DECEMBER 21ST, 2017)

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 should be provided with the bid.

Corporate Point-Rated Technical Criteria for Stream 1			
RT#	Corporate Point-Rated Technical Criterion	Maximum Points	Points Scale
RT1	<p>Demonstrated experience in delivering informatics professional services related to <i>Desktop Management Services*</i>. For experience to be considered, the professional services should meet the following criteria:</p> <ol style="list-style-type: none"> a. Have all the criteria of a "similar environment" as defined above; and b. Have provided a minimum of five (5) resources working simultaneously for a period of at least twelve (12) consecutive months <p><i>*Desktop Management Services is defined as the management of an enterprise baseline Operating System, including but not limited to application integration and development, testing, Quality</i></p>	10	<p>1 point for every year up to a maximum of 10 points</p> <p><i>Overlapping experience will count as long as the Bidder provides separate contracts. For example: 2 different contracts and different organizations with demonstrated experience of 3 years each between 2010-2013, the Bidder will obtain 6 points.</i></p>

Solicitation No. – N° de l'invitation W6369-16P5KK/A		Amd. No – N° de la modif. 002	Buyer ID – Id de l'acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK		File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME
	<p><i>Assurance, deployment and support using an ITIL Based Change and Release management process.</i></p> <p><i>For each contract reference, the Bidder should submit the contract award date and the contract serial number or other unique contract identifier.</i></p>		
RT2	<p>Demonstrated experience delivering contracts for a Government that involves the provisioning of informatics professional services beyond the mandatory one (1) contract stated in MT1.</p> <p>The contracts must:</p> <ul style="list-style-type: none"> a. Have a minimum contract value of \$5,000,000 (excluding applicable taxes) or more; b. Have been awarded within the last 10 years from the date of issuance of this solicitation; c. Have provided a minimum of eight (8) resources working simultaneously for a period of at least six (6) months. 	5	<p>2 contracts = 1 point 3 contracts = 2 points 4 contracts = 3 points 5 contract = 4 points 6+ contracts = 5 points</p>
Maximum points		15	

Corporate Point-Rated Technical Criteria for Stream 2			
RT#	Corporate Point-Rated Technical Criterion	Maximum Points	Points Scale
RT1	<p>Demonstrated experience in delivering informatics professional services related to <i>*Operating and Core Infrastructure Engineering</i>. For experience to be considered, the professional services should meet the following criteria:</p> <ul style="list-style-type: none"> a. Have all the criteria of a "similar environment" as defined above; and b. Have provided a minimum of five (5) resources working 	10	<p>1 point for every year up to a maximum of 10 points</p> <p><i>Overlapping experience will count as long as the Bidder provides separate contracts. For example: 2 different contracts and different organizations with demonstrated experience of 3 years each between 2010-2013, the Bidder will obtain 6 points.</i></p>

Solicitation No. – N° de l’invitation W6369-16P5KK/A		Amd. No – N° de la modif. 002	Buyer ID – Id de l’acheteur 005IPS
Client Ref. No. – N° de réf. De client W6369-16P5KK		File No. – N° du dossier 005IPS. W6369-16P5KK	CCC No./ N° CCC – FMS No/ N° VME
	<p>simultaneously for a period of at least twelve (12) consecutive months</p> <p><i>*Operating System and Core Infrastructure Engineering is defined as the engineering inclusive of architecture, development, test, build and definition and management of transition to in service support of the enterprise baseline operating system, file and print services, formal and informal messaging services, systems management and monitoring, directory services, mobility (tablets and phones), and remote access services.</i></p> <p><i>For each contract reference, the Bidder should submit the contract award date and the contract serial number or other unique contract identifier.</i></p>		
RT2	Demonstrated experience providing services supporting Information Technology (IT) projects for a Federal Government entity for a minimum of six (6) months for projects of a duration of at a minimum of 12 months in length.	5	1 project = 1 point 2 projects = 2 points 3 projects = 3 points 4 projects = 4 points 5 projects = 5 points
Maximum points		15	