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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

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. 005
Client Reference No. - N° de référence du client W6369-16-P5KK	Date 2018-01-09
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 2018-01-26	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

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SOLICITATION AMENDMENT N°. 005

This solicitation amendment is raised to :

1. Provide answers to Bidders questions in relation to this solicitation;
2. Amend the Request for Proposal (RFP) as detailed in Appendix A-4 below; and
3. Amend the bid closing date as detailed in Appendix A-4 below.

Question #12:

MT1 b.: states that the contract must have a minimum contract value of \$5,000,000.00 not including amendments. Many RFP's that have been issued are asking for a minimum invoiced value as well as contract value. This would clearly demonstrate that the company has delivered services and not just awarded a contract. We recommend the Crown amends Mandatory Criteria MT1 b. to read as follows:

The single contract must:

- b. Have an initial contract value of at least \$5,000,000.00 (excluding applicable taxes) and invoiced a minimum of \$5,000,000.00 (excluding applicable taxes).

Answer #12:

No changes to MT1 b will be considered at this time. Canada has determined that the evaluation criteria will remain the same.

Question #13:

The rated requirements for both Stream 1 and Stream 2 have Maximum points identified but there are no minimum points required to pass. Can the Crown please clarify what the minimum passing mark is?

Answer #13:

Canada confirms that for Stream 1 and Stream 2, there is no minimum passing mark in the rated requirements section for the Corporate Criteria.

Question #14:

MT1d. Can the crown please confirm how companies are substantiating resources provided simultaneously for twelve consecutive months?

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Answer #14:

In order to substantiate the information required in MT1 d, Bidders are to provide a contract number, contract start and end date, contract value, indicate the resource category, the number of months and time period that each resource worked and reference information. As per section 4.2 d, Canada may provide reference checks at its discretion.

Question #15:

Amendment 002, The Crown amended MT1 and removed the requirement for providing core resources and created a new mandatory MT3. MT1 still has the requirement to complete Form 6 which has Core Categories provided on the form. Can the Crown please confirm that companies are to just list what core categories they provided on their referenced contract used to substantiate MT1 and it is not a requirement of MT1 to have all core categories listed within the Statement of Work on the one referenced contract used in MT1?

Answer #15:

Canada confirms that it is not a requirement of MT1 to have all core categories listed within the Statement of Work on the one referenced contract used in MT1 and that Bidders are to list what core categories they have provided on their referenced contract used to substantiate MT1 on Form 6. The core categories are listed in MT3.

Question #16:

For MT3, would the crown like companies to use Form 6 to substantiate this information?

Answer #16

Yes, Bidders can use Form 6 – Customer Reference Contact Information Form.

Question #17:

Within Part 6 – Security , Financial and Other requirements, Section 6.1 a) Before award of a contract, the following conditions must be met:

- (i) The bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clause.

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Under section 7.5 Security Requirement, it states that the Contractor must hold a valid Facility Security Clearance at the level of Top Secret. We understand the need for the company to hold a Valid Top Secret clearance but having this requirement within the Resulting Contract Clause could slow the award process as Top Secret clearance applications can take in excess of a year. In order to maintain continuity to the Crown, we recommend that the Crown amends the requirement so that the company must hold Top Secret clearance on bid submission.

Answer #17

Canada will not consider changes to Part 6 of the RFP at this time.

Question #18

Please confirm that the final bullet point in MT1 should be removed as the requirement to demonstrate the 'core categories' has been removed and included in the new MT3 requirement.

To demonstrate this experience the Bidder must submit one (1) customer reference Contract managed within the last eight (8) years. The reference must include:

- Name of organization;
- Contact responsible for the Contract (Name, Title, telephone number and/or email address);
- Contract number;
- Start date;
- End date;
- Dollar value not including amendments;
- ***Provided core categories as stated in the Statement of Work.***

Answer #18

Canada confirms that it is not a requirement of MT1 to have all core categories listed within the Statement of Work on the one referenced contract used in MT1 and that Bidders are to list what core categories they have provided on their referenced contract used to substantiate MT1 on Form 6. The core categories are listed in MT3.

Canada has accepted this change and has amended Corporate Mandatory Criteria MT1 for Streams 1 and 2 as detailed in Appendix A-4 below.

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Question #19

In MT3, under resources listed for Stream 2, it states “Project Manager, Levels 2 and 3”. Please confirm that this should say “Project Manager, Levels 2 and/or 3” to align with the other categories.

Answer #19

Canada has accepted this change and amended Corporate Mandatory Criteria MT3 for Stream 2 as detailed in Appendix A-4 below.

Question #20

For MT3, please confirm that Bidders may demonstrate the provision of resources in the ‘core categories’ by referencing contracts for *similar* categories. Bidders can demonstrate the similarity by mapping the SOW tasks from the ‘core category’ to those of the *similar* category. For example: a resource procured under the category of Web Architect could be used to substantiate the provision of a Technical Architect as the task performed are very similar.

Answer #20

Canada has determined that changes described above will not be considered at this time.

Question #21

Please refer to Amendment #2, Form 2, Substantiation of Technical Compliance (Revised December 21st, 2017), Corporate Mandatory Criteria for Streams 1 and 2, MT3. Please confirm that bidders can use an equivalent resource category, regardless of the category name, provided they demonstrate that the work delivered is mapped to at least 50% of the TBIPS or SOW tasks.

Answer #21

Canada has determined that changes described above will not be considered at this time.

Question #22

Please refer to Amendment #2, Form 2, Substantiation of Technical Compliance (Revised December 21st, 2017), Corporate Mandatory Criteria for Streams 1 and 2, MT3, which states that "these contracts must have been awarded in the last eight (8) years...".. Would the Crown accept contracts awarded in the last 10 years to demonstrate experience?

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Answer #22

Canada has amended Corporate Mandatory Criteria MT3 for Streams 1 and 2 as detailed in Appendix A-4 below.

Question #23

Due to the holiday season, we respectfully request a two week extension to the bid submittal date to January 31, 2018.

Answer #23

Canada will extend the bid closing date as detailed in Appendix A-4 below.

Question #24:

With respect to requirements MT1 and RT1 for streams one and two, we would like to clarify our understanding that the requirement for a "similar environment" project reference means that in order to meet this requirement, projects must primarily be based on infrastructure support services for Windows servers and desktops with centralized software distribution. Our understanding is that projects that primarily involve application development and management would not meet MT1 and RT1 requirements. Is that interpretation correct?

Answer #24:

Answer #24 will be provided on the next solicitation amendment.

Question #25:

Referring to Corporate Mandatory Criteria MT1 (b): It is common for vendors to have contracts in place with significant values whereby little to no utilization has occurred. We understand DND is looking for a vendor to provide specialized and crucial expertise and is looking for vendors to demonstrate they have provided these types of services in the past. Contract values are not the most effective way to evaluate a company's experience in delivering resources to the degree that the DND requires. It would be beneficial to DND to ask vendors to demonstrate experience on contracts where they have actually delivered the services by asking for amount invoiced on the contract. Therefore, we would ask that the Crown consider changing MT1 part b to the following:

“Have a minimum invoiced value of \$5,000,000 or more (excluding applicable taxes).

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Answer #25:

Answer #25 will be provided on the next solicitation amendment.

Question #26:

MT3 is asking bidders to demonstrate their ability to provide resources in the core categories as indicated in the Statement of Work using a maximum of five (5) contracts.

Would the Crown amend the criteria to read as follows:

Bidders must demonstrate their ability to provide resources in the core categories or similar resource categories as indicated in the Statement of Work using a maximum of five (5) contracts. Similar is defined as meeting 50% of the Statement of Work identified in Section 3.1 or Section 3.2

Answer #26:

Answer #26 will be provided on the next solicitation amendment.

Question #27:

For MT3: Please confirm that the 5 contracts used to demonstrate experience in providing resources in the core categories must be primarily based on infrastructure support services for infrastructure support contracts. Our understanding is that contracts that primarily involve application development and management would not meet MT3 requirements. Is that interpretation correct?

Please confirm that the 6+ contracts in RT2 must be primarily based on infrastructure support services for infrastructure support contracts. Our understanding is that contracts that primarily involve application development and management would not meet RT2 requirements. Is that interpretation correct?

Answer #27:

Answer #27 will be provided on the next solicitation amendment.

Question #28:

Please refer to Amendment #2, QA #5 which requested 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."

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Additionally, please refer to Amendment #2, Form 2, Substantiation of Technical Compliance (Revised December 21st, 2017), Corporate Mandatory Criteria for Streams 1 and 2, which removed MT1 item e. " Have provided the resources in the Core Categories as indicated in the Statement of Work...", and added MT3 "The Bidder must demonstrate their ability to provide resources in the core categories as indicated in the Statement of Work...".

Further, please refer to Amendment #2, Form 2, Substantiation of Technical Compliance (Revised December 21st, 2017), Corporate Mandatory Criteria for Streams 1 and 2, MT1, page 2-3 of 5, which states " To demonstrate this experience the Bidder must submit one (1) customer reference Contract managed within the last eight (8) years. The reference must include: ... Provide core categories as stated in the Statement of Work".

We respectfully request that the bullet "Provide core categories as stated in the Statement of Work" be removed from MT1 and "Core categories provided" be removed from Form 6 as bidders are demonstrating their ability to provide resources in the core categories through MT3.

Answer #28:

Answer #28 will be provided on the next solicitation amendment.

Question #29:

Please refer to Amendment #2, Form 2, Substantiation of Technical Compliance (Revised December 21st, 2017), Corporate Mandatory Criteria for Streams 1 and 2, MT1 b, which states that the contract must "have a minimum contract value of \$5,000,000 or more not including amendments". We understand that amendments that have not been exercised to date cannot be included in the contract value. However, when amendments are issued and executed they are considered part of the contract. Therefore, please confirm that amendments that have been issued, executed and billed can be counted towards the minimum contract value in support of this requirement.

Answer #29:

Answer #29 will be provided on the next solicitation amendment.

Question #30:

Please refer to Amendment #2, Form 2, Substantiation of Technical Compliance (Revised December 21st, 2017), Corporate Mandatory Criteria for Streams 1 and 2, MT1 c, which states that the contract must "have been awarded in the last eight (8) years...". Would the Crown accept contracts awarded in the last 10 years to demonstrate experience?

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Answer #30:

Please refer to answer #22 above.

APPENDIX A-4

At Article 2.3 - Enquiries - Bid Solicitation, (a) is amended as follows:

DELETE (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

INSERT (a) All enquiries must be submitted in writing to the Contracting Authority no later than **January 16th, 2018 end of business day.** Enquiries received after that time may not be answered

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

DELETE Form 2- Substantiation of Technical Compliance (Revised December 21st, 2017)

INSERT **Form 2- Substantiation of Technical Compliance (Revised January 5th, 2018) – See attached.**

The closing date has been amended as follows:

DELETE Wednesday, January 17th, 2018 2:00 pm EST

INSERT **Friday, January 26th, 2018 2:00 pm EST**

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FORM 2
SUBSTANTIATION OF TECHNICAL COMPLIANCE
(REVISED JANUARY 5TH, 2018)

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> <ol style="list-style-type: none"> Have met all the criteria of a "<i>similar environment</i>" as defined above; Have a minimum contract value of \$5,000,000 (excluding applicable taxes) or more not including amendments; 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; 		

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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.</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; 		

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<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>			

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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 ten (10) 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 				

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	– I.11Technology Architect, Levels 2 and/or 3 – P.9 Project Manager, Levels 2 <u>and/or</u> 3		