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**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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K1A 0S5

<b>Title - Sujet</b> TBIPS-IM PROFESSION SERVICES	
<b>Solicitation No. - N° de l'invitation</b> A0147-162562/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> A0147-162562	<b>Date</b> 2018-02-20
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-630-32161	
<b>File No. - N° de dossier</b> 630zm.A0147-162562	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> at - à 02:00 PM on - le 2018-03-05	<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST
<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> Debidin, Vidia	<b>Buyer Id - Id de l'acheteur</b> 630zm
<b>Telephone No. - N° de téléphone</b> (613) 314-6732 ( )	<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> (type or print) <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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## **AMENDMENT No. 003**

The purpose of this amendment is to:

1. Extend the closing date and time of the Request for Proposal; and
2. Answer bidder's questions Q23 – Q27.

## **QUESTIONS AND ANSWERS**

<b>Q1</b>	(A) Is there someone currently, or has there been someone in the past providing similar or relevant services? If yes, who has been providing these services, what is (or was) the contract value and what is (or was) the duration of the contract (including any extensions), (B) and are the allowed to bid on this opportunity?
<b>A1</b>	<p>(A) The current contract holder are :</p> <p>Services: Business Analyst – Level 2 Initial Contract dates/duration: 2018-01-29 to 2018-03-31 Company: Donna Cona Contract Amount: 33,802.65</p> <p>Services: Business Analyst –Level 3 Initial Contract dates/duration: 2017-10-03 to 2018-03-31 Company: IT/NET Ottawa Inc. Contract Amount: 65,078.37</p> <p>Services: Business Analyst –Level 3 Initial Contract dates/duration: 2018-01-22 to 2018-03-30 Company: LNW Consulting Inc. Contract Amount: 43,719.24</p> <p>(B) All TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Area under the EN578-170432 series of SAs are eligible to submit a proposal. Please note that this procurement is set aside under the federal government Procurement Strategy for Aboriginal Business.</p>
<b>Q2</b>	I found this solicitation on BuyandSell.gc.ca, can we be added to the list?
<b>A2</b>	<p>All TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Area under the EN578-170432 series of SAs are eligible to submit a proposal. Please note that this procurement is set aside under the federal government Procurement Strategy for Aboriginal Business.</p> <p>Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a "Qualified SA Holder", please contact <a href="mailto:RCNMDAI.-NCRIMOS@pwgsc.gc.ca">RCNMDAI.-NCRIMOS@pwgsc.gc.ca</a>.</p>



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	<p>The TBIPS RFSA Refresh EN578-170432/B period 5 is currently posted on <a href="http://buyandsell.gc.ca">http://buyandsell.gc.ca</a> under reference PW-\$\$EI-004-31094. The complete details on TBIPS, including qualification requirements and submission templates are posted on <a href="http://buyandsell.gc.ca">http://buyandsell.gc.ca</a> through the RFSA TBIPS Refresh Solicitation.</p>
<b>Q3</b>	<p>We are an existing, qualified TBIPS SA holder and we are very interested in this RFP. Can you please invite us?</p>
<b>A3</b>	<p>Please refer to Q2 for the answer to this question.</p>
<b>Q4</b>	<p>We would like to request confirmation that bidders are required to propose a total of eight (8) resources as per Page 78 – M2 (PB).</p>
<b>A4</b>	<p>No, Canada is requesting 1 resource per named category. Please see Solicitation Revision No. 001.</p>
<b>Q5</b>	<p>We would like to be invited for the IM Professional Services - Multi resources Solicitation Number: A0147-162562/A. Would it be possible to provide the documentation?</p>
<b>A5</b>	<p>Please refer to Q2 for the answer to this question.</p>
<b>Q6</b>	<p>How does 1 become a "Qualified SA Holder"?</p>
<b>A6</b>	<p>Please refer to Q2 for the answer to this question</p>
<b>Q7</b>	<p>We would like to request confirmation that bidders are required to propose the Technical Writer Level 2 category at time of bid submission.</p> <p>Currently, it is indicated that this category will be assessed after contract award at the TA stage.</p>
<b>A7</b>	<p>This is correct, the bidders are required to propose the Technical Writer Level 2 category at time of bid submission.</p> <p>This has been corrected to the following text: Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so will result in the bid being declared non-compliant.</p> <p>Please see Solicitation Revision No. 001.</p>
<b>Q8</b>	<p>Is there currently (or has there been in the past 12 months) a company providing similar or relevant services? If so, what company has been providing these services, what is (or was) the contract value, and what is (or was) the duration of the contract (including any extensions), and have they been invited to bid on this opportunity?</p>
<b>A8</b>	<p>Please see Q1 for the answer to this question.</p>



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<b>Q9</b>	The number of resources bidders are required to submit with their proposal is unclear. Under 1.0 Mandatory Criteria and 2.0 Point-Rated Technical Criteria, the instructions state that 4 resources are required (one IM Architect Level 3, one Business Analyst Level 3, one Technical Writer Level 2, and one Project Manager Level 3). However, M2 states that 8 resources are required (2 resources per each of the above categories). Further, Section 1.2 Resource Qualifications states that only 3 resources are required (IM Architect Level 3, Business Analyst Level 3, and Project Manager Level 3, with the rest of the categories being evaluated at the TA stage). Could Canada please clarify which categories will be as assessed at the bid evaluation stage, and how many resources per category bidders must submit?
<b>A9</b>	The Bidder must propose a total of four (4) resources, one for each of the following categories. Please see Solicitation Revision No. 001.
<b>Q10</b>	Given the importance and magnitude of this Tier-2 contract opportunity, and to provide adequate time to formulate a competitive bid response, we respectfully request an extension to the closing date of the solicitation for a minimum two weeks. Please advise.
<b>A10</b>	Canada will extend the Solicitation for 1 week. Please see Solicitation Revision No. 001.
<b>Q11</b>	On page 77 of the RFP in the table under “1.0 Mandatory Criteria” there is a <b>Note to Bidders</b> that states “Bidders must submit 1 person to be evaluated for each of the following resources categories.” And goes on to list the 4 categories being evaluated as part of the bid solicitation. On page 78 of the RFP under M2 / <b>Proposed Resources</b> , it states “the Bidder must propose a total of 8 resources, two for each of the following categories:” Can the Crown please confirm which of the statement above should the bidders take into consideration for the preparation of the RFP response?
<b>A11</b>	Please refer to Q9 for the answer to this question.
<b>Q12</b>	Please advise if there are currently, or have recently been, incumbents working in any of these or related categories. If so, what is (are) the contracting companies' name, contract duration(s) and contract value(s)?
<b>A12</b>	Please refer to Q1 for the answer to this question.
<b>Q13</b>	The Project Manager and IM Architect category qualifications are asking for experience with GCDOCS (Canadian branding) or OpenText ERDM solutions. In addition, the SOW describes the business environment is comprised of the Enterprise Information and Records Management (EIRM) Division. In contrast, the qualification for the Business Analyst category requires standard, general experience unrelated to GCDOCS/OpenText ERDM solutions. In order that the Crown receive Business Analyst resources with GCDOCS/OpenText expertise, we strongly recommend that qualifications be added to both the mandatory and rated criteria in order that vendors can propose specialized Business Analyst resources at fair, market rates. Please advise.



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<b>A13</b>	Canada has a requirement for GCDOCS (Canadian branding) or OpenText ERDM solutions experience, as reflected in section 2.2 Tasks and Categories within the Statement of Work.
<b>Q14</b>	<p>M1 asks for bidders to reference two contracts in which they provided “the same or similar services”, and section 1-c under M1 requires bidders to have “provided simultaneous resources on a project for a period of at least 3 consecutive months”.</p> <p>(A) How many resources are required to have been working simultaneously, and are there certain resource categories that are mandatory?</p> <p>(B) For example, would it be sufficient for bidders to reference two contracts where they provided multiple resources of the specified (e.g., three Senior Project Managers) or similar category?</p>
<b>A14</b>	<p>M2<sup>PB</sup> provides the proposed number of resources, as well as the required number of resources per categories.</p> <p>Yes, Canada will accept two contracts references where the Bidder provided multiple resources of the specified or similar category.</p>
<b>Q15</b>	<p><b>Reference 1:</b> M1 page, 77 of 100 Corporate Qualifications – Project Summaries - .....The Bidder must have been awarded at least two (2) IM/IT contracts, wherein they provided the same or similar services that they are bidding on.....</p> <p><b>Question 1:</b> Please confirm that by the M1 Project Summaries requirement for two IM/IT contracts <b>providing same or similar services</b>, the requirement is for two IM/IT contracts providing the same or similar four (4) RFP resource categories services and not for an IM/IT contract providing the four (4) RFP’s resource categories specifically supporting <b>GCdocs</b> services.</p>
<b>A15</b>	Canada is requesting bidders to provide same or similar services found in 2.2 Tasks and Categories of the Statement of Work.
<b>Q16</b>	<p><b>Reference Attachment 4.1, 1.0 Mandatory Criteria AND 1.1 Corporate Qualifications, M2 AND 1.2 Resource Qualifications</b> – The 1.0 Mandatory Criteria requires that Bidders submit <i>1 person to be evaluated for each of four named categories (IM Architect L3, Business Analyst L3, Technical Writer L2 and Project Manager L3)</i>, whereas 1.1 Corporate Qualification at M2 requires that the <i>bidder propose a total of 8 resources, two for each of the same, named categories</i> and, at 1.2 Resource Qualifications, there is confusion as to what supporting substantiation is required, and for which category. Overall, it is unclear what is required to substantiate these mandatory, interrelated criteria and require clarification as follows:</p> <p>a. 1.0 Mandatory Criteria – please confirm that, for substantiation purposes, the bidder may reference the response to M2 and/or response to 1.2. If not, then specify exactly what is required to support this criterion.</p>



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	<p>b. 1.1, M2, Corporate Qualification – There is ambiguity in that criterion 1.0 requires 1 resource per category and this (M2) criterion requires 2 resources per category. Please advise, specifically, the number of resources required for each criterion and what is required for substantiation purposes.</p> <p>c. 1.2 Resource Qualifications – There is ambiguity in that only 3 of the 4 named categories (as outlined at 1.0 and 1.1, M2) appear to require substantiation (Technical Writer L2 indicates <i>this resource will be assessed after contract award at the Task Authorization stage</i>). Please confirm that substantiation is required for only 3 of the named resource categories, specifically, IM Architect L3, Business Analyst L3 and Project Manager L3, and if 1 or 2 resources per category are required for substantiation purposes.</p> <p>d. 1.2, IM Architect L3, M5 – It appears the qualification criteria is incomplete. Specifically, what experience must be demonstrated for three (3) years within the last seven (7) years?</p>
<b>A16</b>	<p>a. The bidder may reference responses from other mandatories. b. Please see Solicitation Revision No. 001. c. Please see Solicitation Revision No. 001. d. Please see Solicitation Revision No. 002.</p>
<b>Q17</b>	<p><b>Reference 2.2, Rated Resource Qualifications, R14 for the Project Manager – Level 3</b> - This criterion requests that the proposed resource have experience with GCDOCS installations <u>within the past five years</u>; however, to score full points, the resource needs to have demonstrated more than five years of experience, which is not possible within a five year time limit. Please clarify.</p>
<b>A17</b>	<p>Please see Solicitation Revision 002.</p>
<b>Q18</b>	<p>Regarding Rated criteria <b>R14</b> for Project Manager Level 3, the requirement states:</p> <p>Demonstrated experience in implementing or supporting an existing installation of GCdocs (Canadian branding) or an OpenText EDRM solution, within the <b>past five (5) years</b>.</p> <p><b>Points based on experience</b> 1 point – Three (3) years demonstrated experience 2 points – Five (5) years demonstrated experience 3 points – More than five (5) years demonstrated experience</p> <p>Since it is impossible to have more than five (5) years of demonstrated experience within the last 5 years and to be in line with all other rated requirements has part of this RFP, would the CROWN consider amending the requirement to the following:</p> <p>Demonstrated experience in implementing or supporting an existing installation of GCdocs (Canadian branding) or an OpenText EDRM solution.</p> <p><b>Points based on experience</b></p>



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	<p>1 point – Three (3) years demonstrated experience 2 points – Five (5) years demonstrated experience 3 points – More than five (5) years demonstrated experience</p>
<b>A18</b>	Please see Solicitation Revision 002.
<b>Q19</b>	Would the Crown consider adjusting the median band from 20% to a median band of 10%, and for those rates below the median band to be awarded '0' points for the category?
<b>A19</b>	Canada is not prepared at this time to reduce the Lower Band Limit for the Median Rate.
<b>Q20</b>	Regarding mandatory criteria M1, the bidder is asked to provide in item "a) a value of at least \$2M". Would the crown accept to change this criteria to read: a) a value of at least 1.5M\$".
<b>A20</b>	Yes, please see Solicitation Revision No.002
<b>Q21</b>	We would like to request a two week extension (beyond the extension that was granted in Amendment 001 to February 28), bringing the closing date to March 14.
<b>A21</b>	Canada will not be extending the RFP at this time.
<b>Q22</b>	<p>Regarding mandatory criteria M1, the bidder is asked to provide "at least 2 IM/IT contract wherein they provided the same or similar services that they are bidding on."</p> <p>Can Canada define what is considered to be same or similar services?</p> <p>Would Canada accept a TBIPS contract wherein a bidder provided professional services for multiple resources under the Project Manager TBIPS category, assuming the contract meets all of the criteria's listed under a), b), c) and d)?</p>
<b>A22</b>	<p>Canada is requesting bidders to provide same or similar services found in 2.2 Tasks and Categories of the Statement of Work. Please refer to <b>3.2 Section I: Technical Bid - (iv) Previous Similar Projects</b> for further instructions.</p> <p>Yes, Canada would accept a TBIPS contract wherein a bidder provided professional services for multiple resources under 1 category.</p>
<b>Q23</b>	We would like to kindly request a one (1) week extension to the current closing date?
<b>A23</b>	Canada will extend this solicitation to March 5 <sup>th</sup> , 2018.
<b>Q24</b>	We respectfully request an extension to the closing date of the solicitation to March 7, 2018. Please advise.
<b>A24</b>	Canada will extend this solicitation to March 5 <sup>th</sup> , 2018.
<b>Q25</b>	We would like to ask for additional clarification on Question 16 d). In the Solicitation Revision No. 002 section, there does not seem to be any changes or additional detail added to the criteria. Would you please provide the amended criteria?
<b>A25</b>	Canada made editorial changes only, replacing a comma with a period.
<b>Q26</b>	Due to the number of questions/changes to the RFP not yet posted, combined with the influx of RFP's coming out of the GOC currently and the Ontario Statutory holiday (Family Day) next week, would the CROWN consider granting a one week extension to the current closing date?
<b>A26</b>	Canada will extend this solicitation to March 5 <sup>th</sup> , 2018.



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<b>Q27</b>	Based on Question and Answer 14, we want to make sure that we understand correctly. Does this mean that a firm could provide 2 contracts in which they provided 3 Project Managers working simultaneously for 3 months (and no IM Architects, Business Analysts, or Technical Writers), and be compliant for M1?
<b>A27</b>	Please see answers provided to questions 16 and 20 in Solicitation Revision No. 001.

## **SOLICIATION REVISION NO. 001**

Note: Revision are displayed in green font

### **The following shall form part of the RFP:**

**1. At RFP cover page:**

**Delete:** Solicitation closes at 02:00PM on 2018-02-21.

**Insert:** Solicitation closes at 02:00PM on 2018-02-28.

**2. At 4.2 Technical Evaluation**

**(a) Mandatory Technical Criteria – (ii)**

**Delete:** i. M9

**Insert:** i. M9<sup>PB</sup>

**3. At Attachment 4.1 – Bid Evaluation Criteria**

**1.1 Corporate Qualifications - M2<sup>PB</sup>**

**Delete** the following:

**Proposed Resources.** The Bidder must propose a total of 8 resources, two for each of the following categories:

1. I.5 IM Architect, Level 3
2. B.1 Business Analyst – Level 3
3. B.14 Technical Writer – Level 2
4. P.9 Project Manager – Level 3

The Bidder must provide with its bid a résumé for each of the proposed resources.

A resource must not be proposed more than once.

**Insert** the following:



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**Proposed Resources.** The Bidder must propose a total of 4 resources, one for each of the following categories:

1. I.5 IM Architect, Level 3
2. B.1 Business Analyst – Level 3
3. B.14 Technical Writer – Level 2
4. P.9 Project Manager – Level 3

The Bidder must provide with its bid a résumé for each of the proposed resources.

A resource must not be proposed more than once.

**4. At Attachment 4.1 – Bid Evaluation Criteria**  
**1.2 Resource Qualifications – B.14 Technical Writer – Level 2**

**Delete** the following:

Position Title		Met	Not Met	Reference in Bidder's Proposal
B.14 Technical Writer – Level 2				
<i>This Resource will be assessed after contract award at Task Authorization stage.</i>				
M9	Demonstrated five (5) years' experience within the last ten (10) years, developing IM/IT documentation and communications.			

**Insert** the following:

Position Title		Met	Not Met	Reference in Bidder's Proposal
B.14 Technical Writer – Level 2				
<b>Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so will result in the bid being declared non-compliant.</b>				
M9 <sup>PB</sup>	Demonstrated five (5) years' experience within the last ten (10) years, developing IM/IT documentation and communications.			



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## **SOLICIATION REVISION NO. 002**

Note: Revision are displayed in **green** font

### **1. At Attachment 4.1 – Bid Evaluation Criteria 1.2 Resource Qualifications – I.5 IM Architect, Level 3**

**Delete** the following:

<b>Position Title</b> I.5 IM Architect, Level 3		<b>Met</b>	<b>Not Met</b>	<b>Reference in Bidder's Proposal</b>
<b>Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so will result in the bid being declared non-compliant</b>				
M5	Demonstrated three (3) years' experience within the last seven (7) years,			

**Insert** the following:

<b>Position Title</b> I.5 IM Architect, Level 3		<b>Met</b>	<b>Not Met</b>	<b>Reference in Bidder's Proposal</b>
<b>Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so will result in the bid being declared non-compliant</b>				
M5	Demonstrated three (3) years' experience within the last seven (7) years.			

### **2. At Attachment 4.1 – Bid Evaluation Criteria 2.2 Resource Qualifications – R14**

**Delete** the following:

Demonstrated experience in implementing or supporting an existing installation of GCdocs (Canadian branding) or an OpenText EDRM solution, within the past five (5) years



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**Insert the following:**

Demonstrated experience in implementing or supporting an existing installation of GCdocs (Canadian branding) or an OpenText EDRM solution.

**3. At Attachment 4.1 – Bid Evaluation Criteria  
1.1 Corporate Qualifications – M1<sup>PB</sup>**

**Delete:**

**M1<sup>PB</sup>**

**Corporate Qualifications – Project Summaries**

The Bidder must have been awarded at least two (2) IM/IT contracts, wherein they provided the same or similar services that they are bidding on.

1. The contracts must each have:

- a) a value of at least \$2M;
- b) been awarded at least twenty (24) months prior to January 1<sup>st</sup> 2018 and no later than January 1<sup>st</sup> 2006;
- c) provided simultaneous resources on a project for a period of at least 3 consecutive months within the above noted timeframe.
- d) a minimum total invoiced amount of 80% of the initial contract value if the contract was completed in the last five (5) years (as of bid closing date) or 10% of the initial contract value if the contract has been ongoing for a minimum of six (6) months (as of bid closing date). The Bidder should provide a signed certification from the Client certifying that the Bidder has invoiced the applicable minimum total amount (Cdn) before taxes.

2. The Bidder must submit one customer reference for each contract awarded within the above noted timeframe.

The Bidder must provide the following:

- i. the name of the organization;
- ii. the contract number;
- iii. a description of the services provided;
- iv. the name, and either the telephone number or e-mail address of the organization's contact responsible for the contract;
- v. the contract award date;
- vi. the contract expiry date;
- vii. the dollar value of the contract; and
- viii. the categories and number of resources provided.



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**Insert:**

**M1<sup>PB</sup>**

**Corporate Qualifications – Project Summaries**

The Bidder must have been awarded at least two (2) IM/IT contracts, wherein they provided the same or similar services that they are bidding on.

1. The contracts must each have:

- e) a value of at least \$1.5M;
- f) been awarded at least twenty (24) months prior to January 1<sup>st</sup> 2018 and no later than January 1<sup>st</sup> 2006;
- g) provided simultaneous resources on a project for a period of at least 3 consecutive months within the above noted timeframe.
- h) a minimum total invoiced amount of 80% of the initial contract value if the contract was completed in the last five (5) years (as of bid closing date) or 10% of the initial contract value if the contract has been ongoing for a minimum of six (6) months (as of bid closing date). The Bidder should provide a signed certification from the Client certifying that the Bidder has invoiced the applicable minimum total amount (Cdn) before taxes.

2. The Bidder must submit one customer reference for each contract awarded within the above noted timeframe.

The Bidder must provide the following:

- ix. the name of the organization;
- x. the contract number;
- xi. a description of the services provided;
- xii. the name, and either the telephone number or e-mail address of the organization's contact responsible for the contract;
- xiii. the contract award date;
- xiv. the contract expiry date;
- xv. the dollar value of the contract; and
- xvi. the category(s) and number of resources provided.



Public Works and  
Government Services  
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Services gouvernementaux  
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## **SOLICITATION REVISION NO. 003**

Note: Revision are displayed in **green** font

**The following shall form part of the RFP:**

**1. At RFP cover page:**

**Delete:** Solicitation closes at 02:00PM on 2018-02-21.

**Insert:** Solicitation closes at 02:00PM on **2018-03-05**.

**All other terms and conditions remain unchanged.**