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**Bid Receiving - PWGSC / Réception des soumissions -
TPSGC**

11 Laurier St., / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

OR THROUGH EPOST

Gatineau

Québec

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 - EL Division/Services
professionnels en informatique - division EL
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet Operational support Services-TBIPS	
Solicitation No. - N° de l'invitation EP296-173257/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20173257	Date 2018-02-21
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-618-32166	
File No. - N° de dossier 618el.EP296-173257	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-03-05	
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: Laassouli(EL DIV.), Hicham	Buyer Id - Id de l'acheteur 618el
Telephone No. - N° de téléphone (613) 858-9817 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: TPSGC/PWGSC National Capital Area 2720 Riverside Drive Ottawa, Ontario K1A 0M2	

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

The Request for Proposal (RFP) Amendment 003 is raised to answer questions received from Bidders and amend the RFP accordingly.

QUESTIONS AND ANSWERS

Question: 8

The Pricing Schedule in Attachment 3 encourages Bidders to propose low rates in certain categories, specifically the Business System Analyst – Level 3 category by evaluating the Total Cost after the Firm Per Diem Rates (column D) are multiplied by the Estimated Number of Days (column C). To ensure the winning bid ensures fair market rates are available to contract qualified professionals over the next five years, would the crown consider either removing the estimated number of days or making the days the same for each category?

Answer: 8

The estimated numbers used in the Attachment 3 - pricing Schedule are determined based on the estimated level of effort and the importance of each Category. Not all categories will be used evenly, hence, the difference in estimated number of days in column C under Attachment 3. Estimated Number of Days remain unchanged, see however RFP Change no.1.

Question: 9

The Financial Evaluation in Section 4.3 on page 19 of 85 outlines the firm per diem median rate evaluation method. This method can be very useful when the Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category. Currently the Crown is performing the evaluation using the per diem rate equal to the Lower Band Limit for that category when the Bidders rate is outside of the lower band. This method encourages Bidders to present extremely low rates knowing that their bid will be evaluated to the lower band limit instead of the median rate. As one of the top suppliers to the Federal Government on TBIPS, we have seen this evaluation used several times with no success and the Crown ends up with a contract vehicle that can't be utilized because the winning Bidder can't provide quality resources because the rates are too low.

Would the Crown please consider changing the Financial Evaluation to the following:

Financial Evaluation - Method A: The following financial evaluation method will be used if three or more bids are determined responsive:

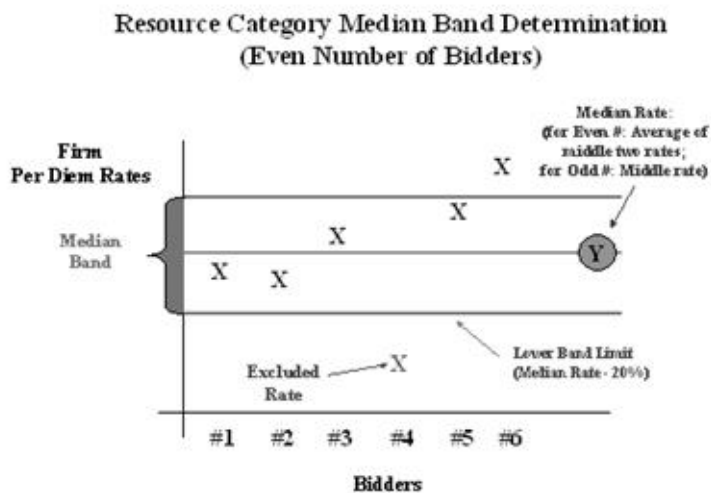
(i) Financial Calculation: The financial evaluation will be conducted using the pricing tables completed by the bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) (or the Median Rate, whichever is higher) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 4.2 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

(ii) Firm Per Diem Median Rate Evaluation

(A) Use: The firm per diem rate median calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

(B) Calculation for both the Initial Contract Period and the Option Period medians: Using the per diem rate proposed for each individual resource category the Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each resource category and will represent a range that encompasses the Median Rate to a value of minus(-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category.

C) Example: The following diagram is a representation of the calculation of the median band for a single Resource Category. This diagram identifies the median band and the included and excluded resource per diem rates.



In this example Resource Category using the firm per diem median rate calculation approach, if the Median Rate identified as (Y) is \$591.50, then the Lower Band Limit would be minus (-) 20% of \$591.50, or \$473.20.

If a Bidder quotes a firm per diem rate for this Resource Category that is lower than \$473.20, the per diem rate of \$591.50 will be used to evaluate that Bidder's bid for this Resource Category.

If that Bidder quoted a firm per diem rate of \$400.00 for that Resource Category, and it is determined to be the winning Contractor, the firm per diem rate of \$400.00 which was quoted originally by the Bidder will be included in the resulting contract.

Answer: 9

Refer to RFP Amendment no.1 below.

Question: 10

We have noticed that PSPC has included the GIS Application Analyst and GIS System Architect categories within the list of resources required. GIS is a very niche skill set with limited vendors qualified in this technical domain under TBIPS. Inserting these categories amongst standard IT professional categories will severely limit the pool of Bidders available to respond to this RFP therefore preventing PSPC from receiving highly qualified vendor responses. In order to provide best value to the Crown, we recommend that the Crown separate the GIS categories into a separate stream (similar format as the previous iteration of this RFP).

Answer: 10

Canada has reviewed your request, however the Requirement remains unchanged. The intent of this RFP is to result in only one Contract including the GIS categories.

Question: 11

Due to the complex resource requirements and the long weekend coming up, would the Crown please grant a 2 weeks extension?

Answer: 11

Due to the few changes to the RFP, this Solicitation closing date is now March 5, 2018.

Question: 12

In reference to the grids, where "combined experience" is requested (for example, M2 of the Project Leader grid requests "a minimum of seven combined years' experience performing the following activities"), could the Crown please clarify if combined means that the experience should be added together or each element should have 7 years of experience represented. In the example of M2, would the Crown please clarify if the consultant would need to have 7 years' experience with 1. Developing project plans; and 7 years' experience with 2. Executing and controlling project activities within scheduled time and cost parameters, or a total of 7 years of experience with the two combined together (for example 4 years with item 1 and 4 years with item 2).

Answer: 12

The experience can be combined together.

Question: 13

In the Business Consultant GRID, would the Crown please remove the minimum 12 month duration for a project to be cited. This is the only grid that included this requirement and business consultant work is no less valuable if the tenure was 10 months, than if it was 12. This arbitrary insertion would eliminate very qualified consultants from bidding. If a minimum project length is desired in order to ensure successful work and depth of experience, would the Crown please amend this requirement to 6 months as that is ample time to gain the exposure desired.

Answer: 13

See RFP changes 2 and 3 below.

Question: 14

We would like to further emphasize the need for an extension, even of 1 week, to ensure a fair and open bidding process.

Answer: 14

Due to the few changes to the RFP, this Solicitation closing date is now March 5, 2018.

Question: 15

To properly substantiate our candidate's experience, qualifications and expertise, please confirm it is acceptable to cross-reference to detailed project descriptions in his/her resume. The projects in the resume will be sequentially numbered and that number will be used in the matrix to identify the relevant projects that substantiate the specific requirement. Each project in the resume will include the department name, project name, role and start/end dates, the candidate's responsibilities and activities as well as an annotation that reflects the mandatory criteria that each statement in the resume is supporting. For example, in response to mandatory criteria BC3-M1, a {BC3-M1-X} could be placed at the beginning of the statement in the resume that satisfies this criteria.

Answer: 15

As per section 3.2 a) iii) Substantiation of Technical Compliance, Bidders are to use Attachment 2 which is the requested format for providing the substantiation to each of the Evaluation Criteria.

RFP AMENDMENT

1. At Part 4, section 4.3 Financial Evaluation

DELETE: 4.3 (a) and 4.3 (b) in their entirety

INSERT:

(a) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (b) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (c) Financial Evaluation - Method B below).

(b) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:

(i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates, or Median Rate(s) if applicable, for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 3 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

(ii) **Firm Per Diem Median Rate Evaluation**

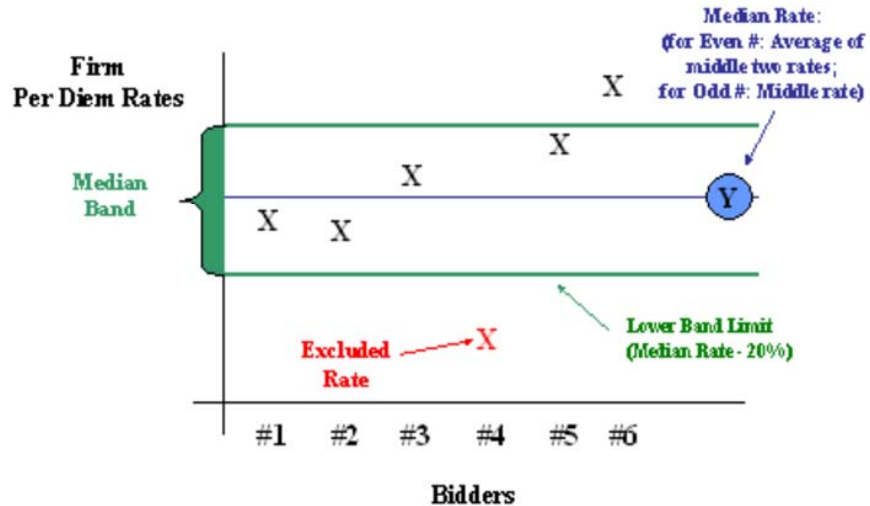
(A) **Use:** The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

(B) **Calculation for both the Initial Contract Period and the Option Period medians:**

Using the per diem rate proposed for each individual Resource Category a Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each Resource Category and will represent a range that encompasses the Median Rate to a value of minus (-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category.

For example, if the Median Rate (Y) is determined to be \$500 for a Resource Category, the Lower Band Limit would be minus (-) 20% of \$500, or \$400. If a Bidder proposes a firm per diem rate that is lower than \$400, the Median Rate of \$500 will be used in the Bidder's financial evaluation for that Resource Category.

Resource Category Median Band Determination (Even Number of Bidders)



(c) **Financial Evaluation - Method B:** The following financial evaluation method will be used if less than three bids are determined responsive:

- (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 3 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

2. At Attachment 2 - Bid Evaluation Criteria, 2. Resource Evaluation Criteria, a) Business Consultant Level 3

DELETE: BC3-M2

INSERT:

BC3-M2	<p>The Bidder must demonstrate that its proposed resource has a minimum of seven years' experience developing target operating business models for client organizations, including key functions (input methods, workflow, data processing and reporting), processes, and governance.</p> <p>Each project must have:</p> <ol style="list-style-type: none"> 1. A minimum duration of 42 6 months; 2. Affected 500 or more employees within the client organization; and 3. Been completed within the last 15 years. 	
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	<p>The Bidder must include the following information for each referenced project:</p> <ul style="list-style-type: none"> (a) The project name and/or number; (b) The name of the client organization; (c) The project dates (start and end) and duration; and (a) A brief project description, including the proposed resource's role. 	
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3. At APPENDIX C TO ANNEX A - Resource Assessment Criteria, a) Business Consultant Level 3
DELETE: BC3-M2

INSERT:

BC3-M2	<p>The Contractor must demonstrate that its proposed resource has a minimum of seven years' experience developing target operating business models for client organizations, including key functions (input methods, workflow, data processing and reporting), processes, and governance.</p> <p>Each project must have:</p> <ul style="list-style-type: none"> 1. A minimum duration of 42 6 months; 2. Affected 500 or more employees within the client organization; and 3. Been completed within the last 15 years. <p>The Bidder must include the following information for each referenced project:</p> <ul style="list-style-type: none"> (d) The project name and/or number; (e) The name of the client organization; (f) The project dates (start and end) and duration; and (b) A brief project description, including the proposed resource's role. 	
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.