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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

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Quebec

K1A0S5

Title - Sujet Informatics Professional Services	
Solicitation No. - N° de l'invitation W6369-17P5LQ/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client W6369-17P5LQ	Date 2018-04-06
GETS Reference No. - N° de référence de SEAG PW-\$IPS-011-32312	
File No. - N° de dossier 011ips.W6369-17P5LQ	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-04-23	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: Tardif, Jean-Francois	Buyer Id - Id de l'acheteur 011ips
Telephone No. - N° de téléphone (613) 286-6185 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: To be provided upon contract award	

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 003

This solicitation amendment is raised to:

1. Provide answers to Bidders questions in relation to this Request for Proposal (RFP); and
2. Replace some of the RFP documents:
3. Extend the period of this solicitation.

1. Questions & Answers:

Please note that questions are numbered in the order they are received. Some questions are answered directly to bidders due to their nature and those requiring an answer to all bidders are included in this amendment, as such the numbering sequence of the questions may not be sequential.

Question #21:

For Mandatory Requirement M1: Each single contract must have: a) been awarded within the past five (5) years (as of bid closing date). Many successful contracts span further back in time than the 5 years but are ongoing within the past five years. Would the crown consider modifying the requirement to recognize contracts with earlier, than the five year award date, as long as the contract has been on-going for a minimum of 2 years within the last 5 years?

Answer #21:

Canada agrees to change M1 and R1 for all the streams as detailed in Change #1 below...

Change # 1:

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Attachment 4.1 is amended as follows:

Replace M1 and R1 in all the Streams of work with the following:

The Bidder must have been awarded at least two (2) Informatics Professional Services through the issuance of task authorizations contracts, of which one (1) was for a Government client**.*

Each single contract must either have:

- a. been awarded within the past seven (7) ~~five (5)~~ years (as of bid closing date);*
- b. a duration of at least two (2) ~~one (1)~~ years within the past five (5) years (as of bid closing date); and,*
- c. a minimum value of \$5,000,000.00 (excluding applicable taxes).*

Question #22:

Canada has asked for a substantial number (which could be greater than 40) of significant client references for both mandatory and rated criteria for the 5 workstreams. Due to the substantial number of project references requested in the subject RFP, we would like respectfully request an extension of four weeks to ensure that we can obtain the required permissions from clients and finalize the client credentials. This extension would ensure that Canada has the best number of competitive bidders in the process and would ensure a fair and competitive RFP process for this significant request for professional services for the next 5 years.

Answer #22:

Canada agrees to extend the closing date of the solicitation period until April 23rd, 2018, nevertheless the question period will not be extended and will end on April 16th, 2018. Questions received after that date may be answered at Canada's discretion (See Item 3 below for details).

Question #23:

Bidders will need significant time to prepare numerous compliant and comprehensive project descriptions to not only pass Mandatories (two projects), but score maximum

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points in the Point Rated section (up to five projects in each rated section), particularly those Bidders proposing on multiple Streams. As such, we respectfully request a one-month extension to develop our descriptions fully to capture all criterion, as well as obtain approvals from the required client references.

Answer #23:

See Answer #22.

Question #24

Our firm has invested in building local resource capability that meet the resource requirements, and thus request that the definition of Bidder be extended to include Parent and Affiliates to demonstrate our world-class projects that bring relevant experience leveraged by our local delivery team for Government of Canada clients. How our firm is structured should not be a handicap to our ability to participate in this competitive process. We recommend the definition of Bidder be extended to included Parent and Affiliates.

Answer #24:

The bidder can always form a joint venture to meet this requirement and participate in this solicitation. Canada will not change this requirement.

Question #25:

There is an error in Section 7.19 Limitation of Liability – First Party Liability (b)(iii). The term “any” is used when the term “its” should have been used.

Each of the Parties is liable for “any” direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of “any” unauthorized disclosure of the other Party’s trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

Please replace “any” with “its” in accordance with the latest SACC N0000C - Limitation of Liability - Information Management/Information Technology provision.

Answer #25:

Canada has reworded Article 7.19 to align with the SACC clause N0000C Limitation of Liability - Information Management/Information Technology. See change #1 below

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Change #1:

Delete: RFP Article 7.19 and replace with:

Insert: RFP Article 7.19: Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of **its** unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

Question #26:

Reference Attachment 4.1, Mandatory and Point Rated Criteria, M1 for all streams, where the following definitions apply to the evaluation of bids states: Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract. Government client may include a Canadian Federal, Provincial or Municipal Department/Agency or a Crown Corporation. Given that provincial, municipal and crown corporations issue informatics professional services contracts using other call up methods we recommend the following words be deleted from the requirement: "through the issuance of task authorizations contracts".

Answer #26:

See Answer #16, Canada has agreed to accept Call ups against standing offers.

For greater clarity, Canada is hereby amending its Answer #16:

For the rated criteria **in every Streams of work**, although Canada will not accept SAs or SOs as a demonstration of capabilities, if the bidder can demonstrate being awarded follow-on contracts awarded under the umbrella of an SA (i.e contracts) or an SO (i.e. call ups against a SO) that will be acceptable.

Question #27:

The requirement that each single contract must have been awarded within the past 5 years and have a minimum value of \$5M for each stream is unnecessarily high given each stream represents a small segment of the IM/IT capabilities. As stated in Annex A, Statement of Work, subsection 1.1, the objective is to secure skilled contracted resources with the required expertise to support existing as well as new applications for the coming 5 years. We recommend that the "past 5 years" be changed to "past 7 years" and the minimum value of \$5M be changed to \$2M to reflect the IM/IT

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capabilities segmented into small streams. This will also provide DND with a greater number of bidders during this competitive process.

Answer #27:

Canada has agreed to change the requirement to 7 years (See Answer# 21).

The requirement for \$5M will not be changed.

Question #28

M2 for all work streams states: "In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during the initial 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this initial 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months". Most informatics professional services have a ramp up period with large number of resources being introduced across the initial period of the contract. We recommend that the word "initial" be removed from the requirement to "the Bidder must clearly demonstrate that during a 12 month period of the selected contract..." Removing the word "initial" still meets your requirement of the Bidder demonstrating its ability to provide large number of resources and sustain those resources for a long period of time.

Answer #28:

Canada agrees (see Change #3 below:)

Change #3:

Attachment 4.1 is amended as follows:

Delete: M2 (in every Streams of work)

Insert:

M2: In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during a 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months.

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Customer Reference must be provided for this Criteria as detailed in M1 above.

Question #29:

Section 7.2 Task Authorization subsection (e) states that "The Contractor must provide to the Technical Authority, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), a quotation with the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract, as well as the name or names of the corresponding proposed resource(s) and their resume(s)."

Identifying and contacting resources, completing resumes and grids is a time consuming process that typically takes 5 days. We respectfully request that Section 7.2(e) be revised to "The Contractor must provide to the Technical Authority, within **5** working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), a quotation with the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract, as well as the name or names of the corresponding proposed resource(s) and their resume(s)".

Answer #29:

Canada will take this into consideration when issuing the draft TA and could offer a longer delay. The requirement will not be changed.

Question #30:

**Re: Stream 1; Evaluation Criterion M3
Stream 2; Evaluation Criterion M3 & M4
Stream 3; Evaluation Criterion M3
Stream 4; Evaluation Criterion M3
Stream 5; Evaluation Criterion M4**

The Evaluation Criteria mentioned above all require that the Bidder's referenced "contract must have:

- a. a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of bid closing date); and,
- b. each of the 5 resources worked for a minimum period of 3 consecutive months without a break in service from one month to the next during the 12 months period."

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As the wording is somewhat confusing, could the Crown please confirm if our understanding of this requirement is correct – in that under the Bidder's substantiating contract for this requirement they must have:

- a. Provided **5 or more resources AT ANY POINT during a 12 consecutive months period** within the **last 5 years?**
AND
- b. At least **5 resources** must have **EACH** billed in the **SAME** 3 consecutive months period (without a break in service from one month to the next) **during the 12-month period listed in item a?**

If this understanding is not correct, could the Crown please clarify.

Answer #30:

In part a) of the question your understanding is correct with the following precision:

Provided **5 or more resources AT ANY POINT during a 12 consecutive months period** within the **last 5 years (as of the original bid issuance date)?**

In part b) of the question, Canada offers this clarification:

For the 5 resources provided in part (a), each must have billed 3 months without a break in service in the 12 months period. The 3 months billing for each contractors do not have to be the same 3 months but must be in the same 12 months period.

Question #31:

One of the Oracle Fusion Middleware components is Oracle SOA Suite, which includes the Oracle Service Bus and extends its capabilities in several key areas. As such Oracle SOA Suite plays an important part of an Oracle Fusion Middleware based enterprise integration. The Oracle SOA Suite is also part of the Government of Canada's Enterprise Interoperability Service Platform. Could the Technical Authority please confirm that experience with Oracle SOA Suite, as a component of Oracle Fusion Middleware, will be applicable for demonstration of R2?

Answer #31:

Canada confirms that the experience with Oracle SOA Suite as a component of Oracle Fusion Middleware will be acceptable experience for M2.

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Question #32:

Would DND please consider providing an extension of 2 weeks business days to April 23rd in consideration of the Easter Long weekend holidays, as well as the multiple Streams being evaluated and responses drafted; each of which has significant complexities to account for and demonstrate.

Answer #32:

See Answer to question #22 and item 3 below.

Question #33:

Answer #11 stated:

As per SACC clause 2003 (2007-11-30), incorporated by reference in RFP # W6369-17P5LQ/A:

“Article 04 (2007-11-30) Definition of Bidder "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors”

The bidder does not include subsidiaries and therefore cannot use project references and/or resources from a subsidiary to meet the mandatory or the rated requirements of the bid solicitation, unless this subsidiary form part of a joint venture with the parent company and this joint venture must already be qualified under TBIPS as a SA holder to be able to Bid on this RFP.

However, para. 1, sentence 1, in section “Submission of One Bid for each Stream” on page 16 of the RFP states that “A Bidder, including related entities, will be permitted to submit only one bid for each Stream in response to this bid solicitation.” Please clarify which is accurate as Answer #11 is contradictory to the Submission of One Bid for each Stream section on related entities submitting one in bid in partnership.

Answer #33:

There is no contradiction. The definition of Bidder as set out in SACC 2003 (04) remains unchanged.

The reference to “any related entities” in Article 3.1 h) i) - Submission of One Bid for each Stream of the RFP is in respect of the prohibition of a Bidder and a related entity each submitting a bid in any Stream. For example either related company ABC (US) Inc. or ABC (Canada) Inc. may submit a bid on a particular Stream, but both may

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not. However, ABC (US) Inc. and ABC (Canada) Inc. may bid as a joint venture with each other.

Question #34:

Ref M1 a), b) ...’ (as of bid closing date)’ and R1 a), b)’ (as of bid closing date)’ for all Streams. We understand and agree with the criteria established by the Government of Canada (GoC)/DND for corporate reference requirements, i.e., size/volume/duration. However, given that the ‘bid closing date’ often changes, and for consistency sake, please confirm that the GoC/DND will accept references ‘as of bid issue date’. This will remove any confusion or misinterpretation of these most important criteria. Please advise.

Answer #34:

Canada agrees and has amended the solicitation to change “as of bid closing date” to “as of **the original bid issuance date**” (see change #4 below).

Change #4:

Attachment 4.1 is amended as follows:

Change every instance of “as of bid closing date” to “as of **the original bid issuance date**”.

See detail changes in Attachment 4.1 - Mandatory and Point Rated Criteria (Revised on 03 April 2018).

2. Replace the following documents:

a. **Delete:** Attachment 4.1 - Mandatory and Point Rated Technical Criteria.

and;

b. **Replace with:** Attachment 4.1 - Mandatory and Point Rated Technical Criteria (Revised on 03 April 2018).

3. Extend the period of the Solicitation:

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The solicitation period is hereby extended from 16 April 2018 to 23 April 2018 but the question period will still close on 16 April 2018. Questions received after 16 April 2018 may only be answered at Canada's discretion (See Item 3 below for details):

Delete: Solicitation closing date 16 April 2018, 14h00 Daylight Savings Time.

Insert: Solicitation closing date 23 April 2018, 14h00 Daylight Savings Time.

**ATTACHMENT 4.1
MANDATORY AND POINT RATED TECHNICAL CRITERIA
(Revised 03 April 2018)**

1.0 STREAM 1 – Service Oriented Architecture (SOA)

1.1 MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
M1	<p>The Bidder must have been awarded at least two (2) Informatics Professional Services* through the issuance of task authorizations contracts, of which one (1) was for a Government client**.</p> <p>Each single contract must have:</p> <ul style="list-style-type: none"> a) been awarded within the past seven (7) seven (7) years (as of the original bid issuance effective date); b) a duration of at least two (2) two (2) years within the past five (5) years (as of the original bid issuance effective date); and, c) a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>* Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>** Government client may include a Canadian Federal, Provincial or Municipal Department/Agency or a Crown Corporation.</p> <p>Customer Reference:</p> <p>The Bidder must confirm its experience by submitting customer reference for each contract provided. The reference must include the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. Size of organization; 3. The contract number; 4. A brief description of the services provided; 5. The name, the telephone number and e-mail address of the organizations' contact responsible for the Contract and who received each invoice submitted for the contract; 		

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
	<p>6. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts; and, 7. The Contract Value.</p> <p>The information listed above must be submitted with the bid using Form 1 – 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 this time frame will render the bid non-responsive.</p> <p>It is the Bidder's responsibility to ensure that any information provided 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 for the work. If the Bidder's contract was to perform work which another entity had itself first been contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with 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 is 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>		
M2	<p>In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during a the ##### 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this ##### 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months.</p> <p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		
M3	<p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services using an Enterprise Service Bus (ESB) Technology (such as the Oracle Service Bus, Mulesoft, IBM Integration Bus, Microsoft BizTalk, JBoss Fuse ESB, JBoss Enterprise SOA, Open ESB, Informatica PowerCenter or Apache Service Mix) related to one or more Service Oriented Architecture (SOA) projects.</p>		

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
	<p>This contract must have:</p> <ul style="list-style-type: none"> a. a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance effective date); and, b. each of the 5 resources worked for a minimum period of 3 consecutive months without a break in service from one month to the next during the 12 months period. <p>Note: The contract does not have to be the same contract as listed in M1. Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		

1.2 RATED REQUIREMENTS

	Point Rated Criteria	Maximum Points	Point Scale
<p>R1</p>	<p>In addition to the two (2) contracts provided in M1, the Bidder should clearly demonstrate its experience in providing Informatics Professional Services* through the issuance of task authorizations contracts, through other contracts, which meet <u>all of following</u>:</p> <p>Each single contracts should have:</p> <ol style="list-style-type: none"> been awarded within the past seven (7) five-(5) years (as of the original bid issuance closing date); a duration of at least two (2) one-(1) years within the past five (5) years (as of the original bid issuance closing date); and, a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>One (1) point will be awarded for each demonstrated additional contract to those provided in M1 to a maximum of five (5) contract references</p> <p>1 additional contract to those provided in M1 = 1 point</p> <p>2 additional contracts to those provided in M1 = 2 points</p> <p>3 additional contracts to those provided in M1 = 3 points</p> <p>4 additional contracts to those provided in M1 = 4 points</p> <p>5 additional contracts to those provided in M1 = 5 points</p>
<p>R2</p>	<p>The Bidder should demonstrate its experience in providing informatics professional services related to an Oracle Fusion Middleware (Oracle Service Bus) system within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point</p> <p>2 contracts = 2 points</p> <p>3 contracts = 3 points</p> <p>4 contracts = 4 points</p> <p>5 contracts = 5 points</p>

	Point Rated Criteria	Maximum Points	Point Scale
R3	<p>The Bidder should demonstrate its experience in providing informatics professional services related to integration with external partners using the IBM Data Power System within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
R4	<p>The Bidder should demonstrate its experience in providing informatics professional services related to integration using an Enterprise Service Bus with an Enterprise Resource Planning (ERP) Human Resources System* within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to integration using an Enterprise Service Bus with an Enterprise Resource Planning (ERP) Human Resources System*. <p>* ERP Human Resources System definition: An integrated suite of business applications that provides for the recording, administration, management and reporting of payroll, benefits, recruitment and performance of human resources.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
R5	<p>The Bidder should demonstrate its experience in providing informatics professional services related to integration using an Enterprise Service Bus with an Enterprise Resource Planning (ERP) Financial System* within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to integration using an Enterprise Service Bus with an Enterprise Resource Planning (ERP) Financial System*. <p>* ERP Financial System definition: An integrated suite of business applications that provides the recording, administration, management and reporting of budgets, accounts receivable and accounts payable.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>

Point Rated Criteria	Maximum Points	Point Scale
MAXIMUM AVAILABLE POINTS	25	
MINIMUM POINTS REQUIRED (60%)	15	
POINTS ACHIEVED		
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 15 POINTS		

2.0 STREAM 2 – Business Intelligence & Analytics, Database Services and Master Data Management

2.1 MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
<p>M1</p>	<p>The Bidder must have been awarded at least two (2) Informatics Professional Services* through the issuance of task authorizations contracts, of which one (1) was for a Government client**.</p> <p>Each single contract must have:</p> <ul style="list-style-type: none"> a) been awarded within the past seven (7) five (5) years (as of the original bid issuance closing date); b) a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance closing date); and c) a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <ul style="list-style-type: none"> * Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract. ** Government client may include a Canadian Federal, Provincial or Municipal Department/Agency or a Crown Corporation. <p>Customer Reference:</p> <p>The Bidder must confirm its experience by submitting customer reference for each contract provided.</p> <p>The reference must include the following:</p> <ul style="list-style-type: none"> d) Name of the organization; e) Size of organization; f) The contract number; g) A brief description of the services provided; h) The name, the telephone number and e-mail address of the organizations' contact responsible for the Contract and who received each invoice submitted for the Contract; i) The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts; and, j) The Contract Value. 		

	<p>The information listed above must be submitted with the bid using Form 1 – 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 this time frame will render the bid non-responsive.</p> <p>It is the Bidder’s responsibility to ensure that any information provided 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 for the work. If the Bidder’s contract was to perform work which another entity had itself first been contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with 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 is 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>		
<p>M2</p>	<p>In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during a the ##### 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this ##### 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months.</p>		
<p>M3</p>	<p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p> <p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services for Database Administration as follows:</p> <ul style="list-style-type: none"> a) a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance elessing date); and, b) each of the 5 resources worked for a minimum period of 3 consecutive months without a break in service from one month to the next during the 12 months period. <p>Note: The contract does not have to be the same contract as listed in M1.</p> <p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		
<p>M4</p>	<p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services for Business Intelligence using SAP Business Object as follows:</p> <ul style="list-style-type: none"> a) a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance elessing date); and, 		

	<p>b) each of the 5 resources worked for a minimum period of 3 consecutive months without a break in service from one month to the next during the 12 months period.</p> <p>Note: The contract does not have to be the same contract as listed in M1. Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		
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2.2 RATED REQUIREMENTS

	Point Rated Criteria	Maximum Points	Point Scale
<p>R1</p>	<p>In addition to the two (2) contracts provided in M1, the Bidder should clearly demonstrate its experience in providing Informatics Professional Services* through the issuance of task authorizations contracts, through other contracts, which meet all of following:</p> <p>Each single contract should have:</p> <ol style="list-style-type: none"> been awarded within the past seven (7) five (5) years (as of the original bid issuance ending date); a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance ending date); and a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>1 additional contract to those provided in M1 = 1 points 2 additional contracts to those provided in M1 = 2 points 3 additional contracts to those provided in M1 = 3 points 4 additional contracts to those provided in M1 = 4 points 5 additional contracts to those provided in M1 = 5 points</p>
<p>R2</p>	<p>The Bidder should demonstrate its experience in providing informatics professional services related to Business Intelligence and Analytics using the SAP Business Object Platform within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>

Point Rated Criteria	Maximum Points	Point Scale
<p>The Bidder should demonstrate its experience in providing informatics professional services related to database administration of Oracle RDBMS within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p> <p>R3</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
<p>The Bidder should demonstrate its experience in providing informatics professional services related to database administration of IBM DB2 RDBMS within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p> <p>R4</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
<p>The Bidder should demonstrate its experience in providing informatics professional services related to database administration of Microsoft SQL Server RDBMS within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p> <p>R5</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>

Point Rated Criteria	Maximum Points	Point Scale
<p>The Bidder should demonstrate its experience in providing informatics professional services related to Data Modelling for the purposes of Building an Enterprise Data Warehouse within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to Data Modelling for the purposes of Building an Enterprise Data Warehouse. 	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point contracts = 2 points contracts = 3 points contracts = 4 points contracts = 5 points
<p>The Bidder should demonstrate its experience in providing informatics professional services related to a Data Quality System* within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to a Data Quality System*. <p>*Data Quality System definition: A solution that provides tools to provide data Quality Assessment as well as fix validated data quality problem in order to ensure data is reliable to make decisions.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point contracts = 2 points contracts = 3 points contracts = 4 points contracts = 5 points
<p>The Bidder should demonstrate its experience in providing informatics professional services related to Master Data management* within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to Master Data management*. <p>*Master data management (MDM) comprises the processes, governance, policies, standards and tools that consistently define and manage the critical data of an organization to provide a single point of reference.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point contracts = 2 points contracts = 3 points contracts = 4 points contracts = 5 points

Point Rated Criteria	Maximum Points	Point Scale
<p>The Bidder should demonstrate its experience in providing informatics professional services related to implementing a set of automated tools used for the purposes of Master Data Management* within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to implementing a set of automated tools used for the purposes of Master Data Management*. <p>*Master data management (MDM) comprises the processes, governance, policies, standards and tools that consistently define and manage the critical data of an organization to provide a single point of reference</p> <p>R9</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points
<p>The Bidder should demonstrate its experience in providing informatics professional services related to Data Modelling for the purposes of Master Data Management* within the past five (5) by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to Data Modelling for the purposes of Master Data Management*. <p>*Master data management (MDM) comprises the processes, governance, policies, standards and tools that consistently define and manage the critical data of an organization to provide a single point of reference</p> <p>R10</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points
MAXIMUM AVAILABLE POINTS		50
MINIMUM POINTS REQUIRED (60%)		30
POINTS ACHIEVED		
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 30 POINTS		

3.0 STREAM 3 – Customer Relationship Management (CRM)

3.1 MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
<p>M1</p>	<p>The Bidder must have been awarded at least two (2) Informatics Professional Services* through the issuance of task authorizations contracts, of which one (1) was for a Government client**.</p> <p>Each single contract must have:</p> <ul style="list-style-type: none"> a) been awarded within the past seven (7) five (5) years (as of the original bid issuance closing date); b) a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance closing date); and, c) a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>* Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>** Government client may include a Canadian Federal, Provincial or Municipal Department/Agency or a Crown Corporation.</p> <p>Customer Reference:</p> <p>The Bidder must confirm its experience by submitting customer reference for each contract provided.</p> <p>The reference must include the following:</p> <ul style="list-style-type: none"> d) Name of the organization; e) Size of organization; f) The contract number; g) A brief description of the services provided; h) The name, the telephone number and e-mail address of the organizations' contact responsible for the Contract and who received each invoice submitted for the Contract item 1 above; i) The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts; and, j) The Contract Value. 		

	<p>The information listed above must be submitted with the bid using Form 1 – 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 this time frame will render the bid non-responsive.</p> <p>It is the Bidder’s responsibility to ensure that any information provided 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 for the work. If the Bidder’s contract was to perform work which another entity had itself first been contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with 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 is 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>		
<p>M2</p>	<p>In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during a the 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this 12 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months.</p>		
<p>M3</p>	<p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p> <p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services using a the Microsoft CRM Dynamics Customer Relationship Management Platform as follows:</p> <ul style="list-style-type: none"> a) A minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance effective date); and, b) Each of the 5 resources worked for a minimum period of 6 consecutive months without a break in service from one month to the next during the 12 months period. <p>Note: The contract does not have to be the same contract as listed in M1.</p> <p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		

3.2 RATED REQUIREMENTS

	Point Rated Criteria	Maximum Points	Point Scale
<p>R1</p>	<p>In addition to the two (2) contracts provided in M1, the Bidder should clearly demonstrate its experience in providing Informatics Professional Services* through the issuance of task authorizations contracts, through other contracts, which meet all of following:</p> <p>Each single contract should have:</p> <ol style="list-style-type: none"> been awarded within the past seven (7) five (5) years (as of the original bid issuance ending date); a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance ending date); and, a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>1 additional contract to those provided in M1 = 1 points 2 additional contracts to those provided in M1 = 2 points 3 additional contracts to those provided in M1 = 3 points 4 additional contracts to those provided in M1 = 4 points 5 additional contracts to those provided in M1 = 5 points</p>
<p>R2</p>	<p>The Bidder should demonstrate its experience in providing informatics professional services related to SharePoint integration for Microsoft Dynamics Customer Relationship Management Platform within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>

Point Rated Criteria		Maximum Points	Point Scale
R3	<p>The Bidder should demonstrate its experience in providing informatics professional services related to external system integration using web services hosted in the Microsoft Dynamics Customer Relationship Management Platform within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
R4	<p>The Bidder should demonstrate its experience in providing informatics professional services related to custom plug-in written using .NET or C# development and JavaScript web development targeting and using Microsoft Dynamics Customer Relationship Management Platform within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to custom plug-in written using .NET or C# development and JavaScript web development targeting and using Microsoft Dynamics Customer Relationship Management Platform. 	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
R5	<p>The Bidder should demonstrate its experience in providing informatics professional services related to mapping business requirements to Microsoft Dynamics Customer Relationship Management Platform within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to mapping business requirements the Microsoft Dynamics Customer Relationship Management Platform. 	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
MAXIMUM AVAILABLE POINTS		25	
MINIMUM POINTS REQUIRED (60%)		15	

Point Rated Criteria	Maximum Points	Point Scale
POINTS ACHIEVED		
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 15 POINTS		

4.0 STREAM 4 – Solution Engineering Services / Business Continuity Planning Services

4.1 MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
<p>M1</p>	<p>The Bidder must have been awarded at least two (2) Informatics Professional Services* through the issuance of task authorizations contracts, of which one (1) was for a Government client**.</p> <p>Each single contract must have:</p> <ul style="list-style-type: none"> a) been awarded within the past seven (7) seven (7) years (as of the original bid issuance ending date); b) a duration of at least two (2) two (2) years within the past five (5) years (as of the original bid issuance ending date); and, c) a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <ul style="list-style-type: none"> * Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract. ** Government client may include a Canadian Federal, Provincial or Municipal Department/Agency or a Crown Corporation. <p>The Bidder must confirm its experience by submitting customer reference for each contract provided.</p> <p>The reference must include the following:</p> <ul style="list-style-type: none"> d) Name of the organization; e) Size of organization; f) The contract number; g) A brief description of the services provided; h) The name, the telephone number and e-mail address of the organizations' contact responsible for the Contract and who received each invoice submitted in item 1 above; i) The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts; and, j) The Contract Value. <p>The information listed above must be submitted with the bid using Form 1 – Customer Reference Contact Information Form. If any of the information is not submitted, the Contracting Authority will inform the</p>		

	<p>Bidder of a time frame within which to provide the information. Failure to provide the information listed above within this time frame will render the bid non-responsive.</p> <p>It is the Bidder's responsibility to ensure that any information provided 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 for the work. If the Bidder's contract was to perform work which another entity had itself first been contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with 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 is 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>		
<p>M2</p>	<p>In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during a the 12 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this initial 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months.</p>		
<p>M3</p>	<p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p> <p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services to deliver Application Solution Engineering / Architecture to projects as follows:</p> <ul style="list-style-type: none"> a) a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance effective date); and, b) each of the 5 resources worked for a minimum period of 3 consecutive months without a break in service from one month to the next during the 12 months period. <p>Note: The contract does not have to be the same contract as listed in M1.</p> <p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		

4.2 RATED REQUIREMENTS

Point Rated Criteria	Maximum Points	Point Scale
<p>In addition to the two (2) contracts provided in M1, the Bidder should clearly demonstrate its experience in providing Informatics Professional Services* through the issuance of task authorizations contracts, through other contracts, which meet all of following:</p> <p>Each single contract should have:</p> <ol style="list-style-type: none"> been awarded within the past seven (7) five (5) years (as of the original bid issuance closing date); a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance closing date); and, a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>1 additional contract to those provided in M1 = 1 point 2 additional contracts to those provided in M1 = 2 points 3 additional contracts to those provided in M1 = 3 points 4 additional contracts to those provided in M1 = 4 points 5 additional contracts to those provided in M1 = 5 points</p>
<p>The Bidder should demonstrate its experience in providing informatics professional services related to the development of Business Continuity Plans* within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p> <p>*Business Continuity Plan definition: A plan developed to provide procedures and information for the continuity and/or recovery of critical services delivery and business operations in the event of a disruption.</p>	<p>5</p>	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>

Point Rated Criteria		Maximum Points	Point Scale
R3	<p>The Bidder should demonstrate its experience in providing informatics professional services related to the development of Disaster Recovery Plans* within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p> <p>*Disaster Recovery Plan definition: A plan that is a documented process or set of procedures to recover and protect a business IT infrastructure in the event of a disaster.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
R4	<p>The Bidder should demonstrate its experience in providing informatics professional services related to conducting Business Impact Assessments* for Applications within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to conducting Business Impact Assessments* for Applications. <p>*Business Impact Assessment definition: An analysis that determines the impacts or disruptions on an organization and that identifies and prioritizes critical services and business operations. A business impact analysis provides information and data used in the development of continuity and/or recovery strategies.</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>
MAXIMUM AVAILABLE POINTS		20	
MINIMUM POINTS REQUIRED (60%)		12	
POINTS ACHIEVED			
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 12 POINTS			

5.0 STREAM 5 – Business Systems Analysis and Security Services

5.1 MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
<p>MI</p>	<p>The Bidder must have been awarded at least two (2) Informatics Professional Services* through the issuance of task authorizations contracts, of which one (1) was for a Government client**.</p> <p>Each single contract must have:</p> <ul style="list-style-type: none"> a) been awarded within the past seven (7) five (5) years as of the original bid issuance closing date); b) a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance closing date); and, c) a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <ul style="list-style-type: none"> * Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract. ** Government client may include a Canadian Federal, Provincial or Municipal Department/Agency or a Crown Corporation. <p>The Bidder must confirm its experience by submitting customer reference for each contract provided.</p> <p>The reference must include the following:</p> <ul style="list-style-type: none"> d) Name of the organization; e) Size of organization; f) The contract number; g) A brief description of the services provided; h) The name, the telephone number and e-mail address of the organizations' contact responsible for the Contract and who received each invoice submitted in item 1 above; i) The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts; and, j) The Contract Value. 		

	<p>The information listed above must be submitted with the bid using Form 1 – 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 this time frame will render the bid non-responsive.</p> <p>It is the Bidder’s responsibility to ensure that any information provided 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 for the work. If the Bidder’s contract was to perform work which another entity had itself first been contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with 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 is 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>		
<p>M2</p>	<p>In one (1) of the two (2) contracts provided in M1, the Bidder must clearly demonstrate that during the initial 12 months period of the selected contract they have provided a minimum of 10 resources simultaneously for a period of at least one month and that during this period 12 months period they provided 12 months of services without a break in service (i.e. at least 1 resource provided) from one month to the next for the entire 12 months.</p>		
<p>M3</p>	<p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p> <p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services for conducting Requirements Analysis* as part of application development projects as follows:</p> <ol style="list-style-type: none"> a) a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance closing date); and, b) each of the 5 resources worked for a minimum period of 3 consecutive months without a break in service from one month to the next during the 12 months period. <p>*Requirements Analysis activities include:</p> <ul style="list-style-type: none"> • eliciting business requirements, • identifying and documenting business rules, process models and data flows, • developing and maintaining data dictionaries, • documenting business requirements, • writing usability testing plans and moderating usability testing sessions, <p>Note: The contract does not have to be the same contract as listed in M1.</p> <p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		

<p>M4</p>	<p>The Bidder must have been awarded a contract in which they must clearly demonstrate that it provided professional services related to conducting Certification & Accreditation (C&A) or Security Assessment & Authorization (SA&A) against applications for a Government organization as follows:</p> <ul style="list-style-type: none"> a) a minimum of 5 resources within a 12 consecutive month time period of the contract within the last 60 months (as of the original bid issuance closing date); and, b) each of the 5 resources worked for a minimum period of 6 consecutive months without a break in service from one month to the next during the 12 months period. <p>Note: The contract does not have to be the same contract as listed in M1.</p> <p>Customer Reference must be provided for this Criteria as detailed in M1 above.</p>		
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5.2 RATED REQUIREMENTS

Point Rated Criteria	Maximum Points	Point Scale
<p>In addition to the two (2) contracts provided in M1, the Bidder should clearly demonstrate its experience in providing Informatics Professional Services* through the issuance of task authorizations contracts, through other contracts, which meet all of following:</p> <p>Each single contract should have:</p> <ol style="list-style-type: none"> been awarded within the past seven (7) five (5) years (as of the original bid issuance ending date); a duration of at least two (2) one (1) years within the past five (5) years (as of the original bid issuance ending date); and, a minimum value of \$5,000,000.00 (excluding applicable taxes). <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>1 additional contract to those provided in M1 = 1 point 2 additional contracts to those provided in M1 = 2 points 3 additional contracts to those provided in M1 = 3 points 4 additional contracts to those provided in M1 = 4 points 5 additional contracts to those provided in M1 = 5 points</p>
<p>The Bidder should demonstrate its experience in providing informatics professional services related to conducting Privacy Impact Assessment (PIA) within the past five (5) years by submitting a list of completed deliverables and a Customer Reference for each contract.</p> <p>Customer Reference should be provided for this Criteria as detailed in M1 above.</p>	<p>5</p>	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <p>1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points</p>

Point Rated Criteria	Maximum Points	Point Scale
<p>The Bidder should demonstrate its experience in providing informatics professional services related to conducting Vulnerability Assessment (VA) against applications within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to Vulnerability Assessment (VA) against applications. <p>R3</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points
<p>The Bidder should demonstrate its experience in providing informatics professional services related to gathering, defining, and documenting business requirements and/or user stories to facilitate the design and development of business solutions within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to Business Solutions. <p>R4</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points
<p>The Bidder should demonstrate its experience in providing informatics professional services related to developing and writing options analysis, fit-gap analysis, feasibility study, or cost-benefit analysis as components of business cases within the past five (5) years by submitting for each contract the following:</p> <ol style="list-style-type: none"> 1. Name of the organization; 2. The contract number; 3. A brief description of the services provided; 4. The dates (dd/mm/yyyy) for both the start and end date (if applicable) of the contracts. 5. The list of completed deliverables related to Business Cases. <p>R5</p>	5	<p>One (1) point will be awarded for each demonstrated contract reference to a maximum of five (5) contract references</p> <ol style="list-style-type: none"> 1 contract = 1 point 2 contracts = 2 points 3 contracts = 3 points 4 contracts = 4 points 5 contracts = 5 points
MAXIMUM AVAILABLE POINTS		25
MINIMUM POINTS REQUIRED (60%)		15
POINTS ACHIEVED		

Point Rated Criteria	Maximum Points	Point Scale
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 15 POINTS		