

SHARED SERVICES CANADA

Invitation to Qualify

For the Provisioning of Workload Migration (WLM) Services

Invitation to Qualify No.	2B0KB28475	Date	August 30, 2018
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Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5		
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Stacey DeLong	
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Closing Date and Time	September 26, 2018 at 2:00PM EDT		
Time Zone	Eastern Daylight Time (EDT)		
Email Address for Submitting your Response by the Closing Date	ssc.wlm-mct.spc@canada.ca		

THIS SOLICITATION AMENDMENT IS ISSUED TO:

1. Publish Canada's Responses to Bidders' questions.
2. To Make Modifications to the Mandatory and Rated Criteria

NOTE: Bidders' clarification questions are numerically sequenced upon arrival at SSC. Bidders are hereby advised that questions and answers for this solicitation may be issued via BuyandSell out of sequence.

Bidder's Question 001	We respectfully request that the mandatory requirement for Secret Clearance be pushed out to the RFP Stage or to be provided by the contract award stage. Perhaps the requirement can be that FSC clearance needs to have been initiated before the ITQ closing date and completed prior to the RFP submission later this year.
Canada's Response to Question 001	The requirement remains the same.
Bidder's Question 002	Can we request a rescheduling of the due date from September 7th to September 28th?
Canada's Response to Question 002	Please see Modification 016
Bidder's Question 003	M4, page 21, requires the demonstration of experience on 5 projects, each contract being worth \$10M. Firms often work on projects valued over \$10M, however, the contract value for each individual firm may not represent this amount, as there may be several vendors involved on a single project. Would SSC please consider changing this criterion to allow for projects valued at \$10M, rather than contracts valued at \$10M?
Canada's Response to Question 003	Please see revised M4.
Bidder's Question 004	Due to the complexity of the requirements, we would like to request for 3 week extension. Would Canada please extend the closing date to September 28th, 2018?
Canada's Response to Question 004	Please see Modification 016
Bidder's Question 005	The ITQ seeks Bidders who can provide a significant number of references. In order to meet the requirements and to respond completely to the Mandatory and Rated items we need to use our corporate references from outside Canada. The "Definition of Bidder" Clause is incorporated into this ITQ through inclusion of Standard Instructions for Solicitations - Section 4.1 Please confirm that inclusion of this clause does not restrict the Bidder from quoting corporate projects conducted outside Canada and therefore necessarily by the Bidder's parent company or affiliates due to our corporate structure.
Canada's Response to Question 005	Confirmed. Please see Modification 015.
Bidder's Question 006	M6 – Please confirm that Bidders must respond with references that either meet a) only, OR that meet all of b), c) and d).
Canada's Response	Please see revised M6.

to Question 006	
Bidder's Question 007	Within M4 the reference must have 300 Applications and in M6 the reference must be 300 Workloads. Can Canada please define the difference between Applications and Workloads? Further, how does Canada count an individual application?
Canada's Response to Question 007	Please see revised M4.
Bidder's Question 008	Within M4 Canada has requested multiple requirements to meet the mandatory requirements; a., b, c, and d. Can Canada confirm whether each reference must cover all requirements or if the elements can be met by using multiple customer references?
Canada's Response to Question 008	Please see revised M4.
Bidder's Question 009	R5 indicates that 100 points are available however the scoring provided indicates Bidders will score "Exceptional = 50 pts, Very Good = 25 pts." Can Canada clarify how the 100 points will be awarded? In addition, can Canada please provide what is required to meet exceptional versus very good and how that will be distinguished?
Canada's Response to Question 009	Please see revised R5. Assessment criteria are provided in Annex E - Level of Understanding & Completeness Criteria Rating Grid.
Bidder's Question 010	Section 4.1.5 Indicates that Bidders will be ranked. Given this is only the ITQ determining who moves forward to the RRR and RFP phase is there any difference between being ranked number 1 or being ranked number 5 in terms of the subsequent phases or are all scores irrelevant once the ITQ Phase has been completed?
Canada's Response to Question 010	Ranking is only to select the top 5 respondents for subsequent phases as per the basis of selection.
Bidder's Question 011	Will the rated scores from the ITQ be carried forward to subsequent phases or is the ranking intended to simply to qualify the top 5 Bidders?
Canada's Response to Question 011	Please see response to question 010.
Bidder's Question 012	Section 4.1.5 appears under Section 4.2. Should this be labelled 4.2.1?
Canada's Response to Question 012	See modification 013
Bidder's Question 013	Section 4.1.5 indicates; ".....the matter will be decided through a coin toss in the presence of the tied Respondents." Given that this is the ITQ phase, will Canada consider inviting the top five scored Bidders plus all tied Bidders to the next Phase? Eliminating a qualified Bidder on a coin toss may prevent Canada from getting best value.
Canada's Response to Question 013	Considering that all rated criteria need to have the same score for this particular process to be invoked, Canada believes the likelihood of such an event is highly improbable. Therefore, the process remains the same.
Bidder's Question 014	Close Date – We understand and appreciate Canada's sense of urgency in moving forward with this important project. Further, the request for multiple client reference types is a good way to validate the capabilities of the prospective vendors as part of the ITQ process. We have been working diligently since the release of the ITQ to source all available references that demonstrate our strengths in Workload Migration. However, in our work thus far we are finding a significant number of client contacts that have the authority to agree to be a reference for this specific ITQ are on vacation / unavailable. Given the quantity of references required and the need to obtain permission from our clients, which is always a time-consuming process, we are respectfully

	requesting a one month extension to the close date
Canada's Response to Question 014	Please see Modification 016
Bidder's Question 015	SCRL and Bid Submission Form – The Bid Submission form asks Bidders to identify the location where Document Safeguarding will be required. The SCRL, however, indicates "No" for document safeguarding. We aren't aware of any requirement for hosting of any type, and understand that the migration work will focus on moving workloads from one Canada data centre to another. If we are correct can Canada remove this requirement from the Bid Submission Form?
Canada's Response to Question 015	Correct. As per the SCRL document safe guarding is not required, please respond with N/A in the Bid Submission form Section.
Bidder's Question 016	A) With regard to the above solicitation ITQ can you please clarify if the use of references from our parent company and affiliates would be acceptable? B) Also workload migration is a large and complex topic. Can SSC please clarify if by workload migration you are looking at the lift and shift of equipment into the data centres or a more broad definition that includes the applications migration?
Canada's Response to Question 016	Please see response to question 005.
Bidder's Question 017	M1 - Will SSC reduce the requirement to 5 years of experience in Migration Services? Doing so would align this requirement with the stated business needs of virtualizing physical servers, re-hosting to hyper converged IT architectures, and the migration of workloads to public and private cloud environments. Many of these technologies and methodologies have not been around for 10 years. AWS, the world leader in public cloud did not introduce the 1st basic migration service until late 2009. Microsoft Azure was launched in 2010. A 10-year history would be buffered with obsolete methods and technologies not specifically relevant to the vast majority of SSC's workloads and potentially exclude vendors with the highest quality of relevant skills. In addition, tracking down the customer references responsible for such projects within Private or Public Sector organizations beyond 5-years would be extremely challenging in these dynamic environments.
Canada's Response to Question 017	Please see revised M1.
Bidder's Question 018	M1 - Will SSC remove the requirement of "no more than 50 business day's gap within a year"? Large complex migration projects generally span 12 to 24 months and consume the most highly skilled resources within the vendor community and customers to achieve high quality outcomes. The 50 business days of gap within each year is better suited for independent consultants/staff augmentation. Therefore, we respectfully request removing this requirement from mandatory compliance.
Canada's Response to Question 018	Please see revised M1.
Bidder's Question 019	Will SSC change M4, 4d from "Forklifting IT equipment from source facility to target facility" to "Identify Workloads that will require Forklifting IT equipment from source facility to target facility"?
Canada's Response to Question 019	Please see revised M4.
Bidder's Question 020	M4 - Will SSC reduce the net contract value of each referenced project from at least \$10M to at least \$2M?

	<p>Section 1.2 Overview of the Project States; “As part of this process, SSC plans to create an end-to-end workload migration procurement vehicle with multiple qualified suppliers against which SSC can compete and issue resulting contracts in accordance with specific requirements.”</p> <p>Section 1.2d Objectives States:” SSC is seeking to qualify suppliers (plural) with expertise in workload migration in order to:</p> <ul style="list-style-type: none"> i) Apply discovery methodologies and tools to record all aspects of existing workload environments, including hardware, operating, application and support software, networking, security and integrations. ii) Analyze affinities of existing workloads to various migration techniques and/or transformation to cloud architecture by moving services to the cloud where and when possible and practical. iii) Plan and execute complex workload migrations, specifically including from legacy data centres to Enterprise data centres. iv) Design target IT network and security architectures aligned with existing SSC and Government of Canada policies, directives and standards. v) Leverage industry best practices to develop proposals and recommendations as necessary to enhance existing standards. vi) Plan and implement project management and governance controls to work in concert with existing SSC controls to assist in smooth and efficient workload migration project delivery.” <p>The current mandatory requirements of M4 is more suited for large system integrators who would prime as a single vendor to supply all hardware, software, various skilled IT services, IT equipment movers and supplemental general management and administrative skills. These engagements typically yield projects that meet or exceed \$10m and incorporate non-IT expertise. If SSC’s objective is to truly create an end-to-end workload migration procurement vehicle with multiple qualified suppliers, they will need to adjust the qualifying reference project values lower and reflect IT migration scope within IT related skills.</p>
<p>Canada’s Response to Question 020</p>	<p>Please see revised M4. SSC is looking to qualify vendors who have the necessary experience to successfully plan and execute such large migration projects. Much research and documentation exists on medium to large workload migration which provided SSC with necessary information to establish its requirements.</p>
<p>Bidder’s Question 021</p>	<p>Our organization has developed vast expertise and gained significant experience in successfully completing complex Workload Migration projects, but in smaller dollar value scales than requested in M4. Would Canada consider reducing the net contract value requirement of \$10M in M4 to \$200K, and removing the 300 applications threshold per project reference in order to foster a more competitive response, and provide more valuable input in the subsequent RRR phase from Medium-sized Canadian businesses, who have the ability to deliver some of the anticipated workload migration projects?</p>
<p>Canada’s Response to Question 021</p>	<p>The ITQ is open to various Respondent arrangements, such as joint ventures and subcontractors. Entities not meeting all experience requirements are encouraged to partner with other organizations to share their unique skill sets and experience to augment the success of the project. Please see section 2.3 for details.</p>
<p>Bidder’s Question 022</p>	<p>Our organization has participated and successfully completed multiple medium-sized service transformation projects for our clients. Would Canada consider reducing the net contract value requirement of \$2M in M5 to \$200K, in order to foster a more competitive response from Medium-sized Canadian businesses, who have the ability and capability to drive large transformational initiatives?</p>

Canada's Response to Question 022	Please see response to question 021.
Bidder's Question 023	The requirement in M6a (to provide references for a single datacenter migration of at least 300 workloads) prevents mid-size Canadian organizations from competing with large multi-national organizations, and truly limits them from partnering <i>with</i> those large-sized organizations. Would SSC modify or reduce this requirement and transfer it to a rated criteria?
Canada's Response to Question 023	Please see response to question 021.
Bidder's Question 024	<p>There were a significant number of major workload migrations to move client departments into the PWGSC Data Centres between 1994 and 2006. These migrations were the first large-scale implementation of shared IT services in the Government of Canada. These migrations were successful in maintaining service levels for client departments and reducing costs. We are suggesting that these references would be far more relevant to this procurement than having 20 reference customers across North America [as required per M4/R1 and M5/R2], for example.</p> <p>We are asking that the corporate references be modified to allow use of Government of Canada reference projects as described above.</p>
Canada's Response to Question 024	Any customer reference that complies with the criteria is acceptable. The requirement remains the same.
Bidder's Question 025	<p>The corporate references as written exclude all competitors except large multi-national companies. Many Canadian Small and Medium-sized Enterprises (SMEs) have skills and experience that would be relevant to this requirement, but are excluded from competing by the corporate references. This is contrary to stated policies of the Government of Canada to include SMEs in procurements where practical. This approach to references is also contrary to the recommendations about SME participation in GOC procurements made by the Standing Committee on Government Operations and estimates, in a report dated June, 2018.</p> <p>We are asking Shared Services Canada (SSC) to modify the corporate references to make them more practical for qualified Canadian SMEs to participate in this competitive process.</p>
Canada's Response to Question 025	Please see response to question 021.
Bidder's Question 026	<p>In Article 1.2 - Overview of the Project, SSC states that: "The purpose of this ITQ is to qualify suppliers with significant experience migrating workloads into a shared physical data centre facility and/or cloud infrastructure as needed". M5 makes in Mandatory that any bidder must have large service transformation engagements involving cloud deployment models and cloud service models. Given that SSC purpose is to find qualified suppliers with significant experience migrating workloads into a shared physical data centre facility OR cloud infrastructure, we feel M5 unfairly eliminates companies who have a wealth of experience migrating workloads onto a shared physical data centre facility (and some might say the bulk of SSC's eventual work), yet have not done so into a cloud infrastructure.</p> <p>We request that the M5 requirement be removed and be incorporated within the Rated Requirements.</p>
Canada's Response to Question 026	Requirement remains the same
Bidder's Question	In Article 1.2 f) – Scope, SSC states that: "SSC may still require assistance with

<p>027</p>	<p>these activities and suppliers may be requested to provide resources and expertise in a staff augmentation capacity. Staff augmentation may also be required to provide assistance on defined project processes, activities, or series of activities on SSC-internally managed and performed workload migration projects”. And although later SSC does state: “Notwithstanding the possibility of smaller tasking being delegated, the ability of suppliers to execute on the broadest scope of a workload migration project forms the basis of this process”, YET n Article 1.2 g) – Evaluation, SSC states that: “For each requirement, the selected supplier may be required to provide WLM services in any of the following four models: ... iii) Provide resources to augment staff capacity”.</p> <p>As presently written, the ITQ Mandatory and Rated Requirements does not in any way address a bidder’s capability and capacity to provide staff augmentation.</p> <p>We respectfully request that SSC remove staff augmentation services from the scope of this ITQ and proceed with a separate and distinct Request for Proposal for staff augmentation services, OR, that SSC cancel this ITQ and re-issue a new ITQ with appropriate corporate requirements that address staff augmentation services.</p>
<p>Canada’s Response to Question 027</p>	<p>The objective of this vehicle is to enable the delivery of some or all parts of a workload migration project. It is expected that vendors demonstrate they have the capacity and capability to deliver Workload Migration projects end to end. While some projects may require minimal staff augmentation that will be limited to the scope of the workload migration being done, this will be evaluated through a project specific statement of work which will be competed among the qualified respondents.</p>
<p>Bidder’s Question 028</p>	<p>In Article 1.2 g) - Evaluation, SSC states that: “For each requirement, the selected supplier may be required to provide WLM services in any of the following four models: ... iv) Work with partner organizations transforming and/or modernizing their applications.</p> <p>Can SSC confirm that “partner organizations” will be mandated to use any resultant contract(s) issued as a result of this ITQ to transform and/or modernize their applications?</p>
<p>Canada’s Response to Question 028</p>	<p>As per section 1.2 h, this procurement process does not preclude SSC or its Partner organizations from using another method of supply</p>
<p>Bidder’s Question 029</p>	<p>1) Annex B – Preliminary SRCL. Can Canada confirm the SRCL requirements section Part B- Personnel (Supplier) 10? a) Only applies to individuals that would be in involved in any future Workload Migration activities related to this ITQ. It does not apply to all personnel employed by the respondent.</p>
<p>Canada’s Response to Question 029</p>	<p>Confirmed.</p>
<p>Bidder’s Question 030</p>	<p>Are there restrictions for a vendor to form partnerships, or use subcontractors, after being selected as a Qualified Respondent?</p>
<p>Canada’s Response to Question 030</p>	<p>No, not unless otherwise specified during the RRR or Solicitation phase.</p>
<p>Bidder’s Question 031</p>	<p>What is the impact of partially meeting the Mandatory requirements of M1, M2 or M6?</p>
<p>Canada’s Response to Question 031</p>	<p>The respondent must meet all requirements in the mandatory criteria. Please see section 4.3.</p>
<p>Bidder’s Question 032</p>	<p>What is the process and deadline to request an extension to the due date of this ITQ process, should we require additional time to provide you with a detailed and comprehensive response?</p>

Canada's Response to Question 032	Please see Modification 016
Bidder's Question 033	Could you please clarify the type of information you require for Customer References? M2, page 20, refers only the name of customers while item 1.17 page 50 refers to detailed contact information - Considering the large number of references requested and to ensure the availability of our references (we need to provide them with advance notice), is it possible to provide you with minimal reference information until you are ready to contact them?
Canada's Response to Question 033	Please see amendment to Annex A Response Form. Annex A Response Form is required for criteria M4, M5 and M6. Project lists are required for criteria M1, M2, R1, R2, R3 and R4.
Bidder's Question 034	Could you please clarify the exact requirements of M1 (page 20) 2nd paragraph: "The referenced Client's projects must cover the 10 years with no more than 50 business days of gap within each year."
Canada's Response to Question 034	Please see revised M1.
Bidder's Question 035	Could you please clarify the requirements of M4 page 21, Item d): "Forklifting IT equipment from source facility to target facility"? Since many transformational projects of this type do not involve forklifting of equipment anymore (ex. Cloud migrations), is this item d) mandatory for all references to be provided?
Canada's Response to Question 035	Please see revised M4.
Bidder's Question 036	How many EDC (enterprise data centers) does SSC envision after consolidation of workloads and decommissioning?
Canada's Response to Question 036	The purpose of this ITQ is to qualify suppliers with significant experience migrating workloads into a shared physical data centre facility and/or cloud infrastructure as needed. Since this ITQ is a qualification process, SSC is not in a position to answer detailed technical questions at this point. Answers to such questions would depend on the specific scope of workload migration projects that would be tendered once the list of Qualified Respondents is established.
Bidder's Question 037	It is stated in 1.2 C (i) that current rate of migrations is slower than required to meet objectives. Please share details and dates of the stated objectives and if possible the current progress.
Canada's Response to Question 037	Please see response to question 036.
Bidder's Question 038	Is public cloud with relevant safeguards and compliance with Government of Canada standards an option to migrate to?
Canada's Response to Question 038	Please see response to question 036.
Bidder's Question 039	If public cloud is an option as a workload migration target are there specific public cloud providers SSC envisages working with?
Canada's Response to Question 039	Please see response to question 036.
Bidder's Question 040	Moving workloads from an on-premises model to any of the cloud based models can have significant network bandwidth impact, both at the edge and inside the firewall: Are network design considerations in scope for the project and if so to what degree?
Canada's Response to Question 040	Please see response to question 036
Bidder's Question 041	What role will geographic requirements or localization play in location of future DC/EDC's based on latency requirements etc.?
Canada's Response	Please see response to question 036.

to Question 041	
Bidder's Question 042	Can you expand on the vision and direction SSC has chosen for workload and application architecture i.e. SaaS, IaaS, PaaS, containerized applications, container orchestration. Please include any subscriptions, toolsets or structures in use today that the respondent would be expected to use or adhere to.
Canada's Response to Question 042	Please see response to question 036.
Bidder's Question 043	Would Application rationalization and modernization be a separate activity or within the scope of this proposal?
Canada's Response to Question 043	Please see response to question 036.
Bidder's Question 044	Would decommissioning of the existing DC and facilities be part the scope or a separate individual RFP for each site/cluster?
Canada's Response to Question 044	Please see response to question 036.
Bidder's Question 045	While full details may emerge during the discovery are there any Mainframe workloads and if Yes, can you specify what % of total roughly are MF Workloads?
Canada's Response to Question 045	Please see response to question 036.
Bidder's Question 046	What tools exist today or has SSC used in the past to assess existing workload environments and associated migration effort? To what extent and how effective have they been?
Canada's Response to Question 046	Please see response to question 036.
Bidder's Question 047	Who will own the individual WLM projects and budgets, SSC or partner departments?
Canada's Response to Question 047	Please see response to question 036.
Bidder's Question 048	Please expand and provide details on the migration challenges mentioned in 1.2 C (iii).
Canada's Response to Question 048	Please see response to question 036.
Bidder's Question 049	To what degree will data classification impact the application migration strategy? Is designing a data architecture in scope for this project or will there be a data classification architecture that the respondent can conform to?
Canada's Response to Question 049	Please see response to question 036.
Bidder's Question 050	Is the primary focus of this effort to reduce SSC's datacenter footprint through consolidation, or is application modernization a key component in combination i.e.: will existing IaaS workloads be ported as is or will they be rationalized and reengineered as part of this project?
Canada's Response to Question 050	Please see response to question 036.
Bidder's Question 051	To what degree may migration, development and management tasks be completed off-premises? Are there geographic boundaries as to where any work must be completed?
Canada's Response to Question 051	The security requirements around performing work outside GC premises is driven by the sensitivity of the information being processed and the scope of the work being performed as well as operational requirements. Therefore, in the spirit of the answer to Question 36, each project may have its specific requirements in that regard.

Bidder's Question 052	24x7x365 support is mentioned in Phase VI - Is there an expectation for the respondent to support and maintain migrated workloads at this level on an ongoing basis?
Canada's Response to Question 052	Please see response to question 036.
Bidder's Question 053	Please confirm that respondents are not required to specify subcontractors who may or will be involved in delivery of any subsequent contract award or WLM projects.
Canada's Response to Question 053	Confirmed.
Bidder's Question 054	Please confirm whether a respondent could also be a subcontractor to another respondent on a future WLM project.
Canada's Response to Question 054	Please refer to section 2.3, paragraph d).
Bidder's Question 055	Will future operational budget and total cost of ownership reductions related to cloud adoption be passed along from SSC to partner departments to incent future cloud adoption and WLM at the department level?
Canada's Response to Question 055	SSC does not deem this question as being relevant to vendor qualification.
Bidder's Question 056	Please explain the steps in the process between RRR phase and contract awards.
Canada's Response to Question 056	This will be discussed during the RRR phase.
Bidder's Question 057	Could the Crown please confirm if the details outlined in Annex A are required for (i) each project referenced in M1, M2 and M4 or is the Crown seeking (ii) one primary project reference and one backup project reference only?
Canada's Response to Question 057	Please see response to question 033.
Bidder's Question 058	In the case of (i) above, it is unreasonable for the Crown to expect detailed contact information for every project referenced for the past ten years (M1), for 20 projects (M2) and for five workload migration projects completed in the past 5 years (M4) as well as the additional reference projects required in the rated criteria. We request that the Crown amend the detailed project references requirement to maintain scenario (ii) above or to include strictly 3 references for projects completed in the past 5 years.
Canada's Response to Question 058	Please see response to question 033.
Bidder's Question 059	<p>M4 states: The Respondent must have experience delivering at least 5 workload migration projects in the last 5 years as of the issue date of this document, that involved consolidation of enterprise workloads into shared services or enterprise-level infrastructure. The scope of work must have included the following:</p> <ul style="list-style-type: none"> a. Migrating and testing, involving at least 300 applications across multiple data centres b. Moving workloads off end-of-life hardware at the source facility to the latest hardware version at the target facility c. Performing Physical to Virtual (P2V) as well as Virtual to Virtual (V2V) migrations d. Forklifting IT equipment from source facility to target facility <p>2.1 It is unclear if each of the 5 workload migration projects have to meet all of the criteria (a to d) or if all of the criteria (a to d) can be met through a blend of the 5 workload migration projects. Could you please clarify? 2.2</p> <p>In our experience, the requirement to forklift IT equipment has been minimal, given many organizations' Cloud-First mandate, clients are taking the</p>

	opportunity to upgrade their equipment when they migrate. For this reason, we request that M4 (d) be removed from the criteria.
Canada's Response to Question 059	Please see revised M4.
Bidder's Question 060	We request that the Crown please confirm a timeline for each of the phases of the procurement process including the announcement of the successful respondents?
Canada's Response to Question 060	Announcement of successful respondents is subject to internal review and approval, therefore the estimated timeframe, subject to change, for the announcement is Fall 2018.
Bidder's Question 061	Three days to review the answers from Question Period 1 seems unreasonable given the complexity of the reference requirements for this ITQ. Will SSC extend the period to five days to review the answers from Question Period 1?
Canada's Response to Question 061	See modification 014 listed below.

MODIFICATIONS

Modification 001:

At ANNEX A – QUALIFICATION REQUIREMENTS

DELETE FORM TITLE:

“Response Form for Mandatory Experience Requirement”

INSERT FROM TITLE:

“Response Form for Mandatory Experience Requirement M4, M5 and M6”

Modification 002:

At ANNEX A – QUALIFICATION REQUIREMENTS

DELETE:

M1	The Respondent must have at least 10 years of experience in Migration Services, as per the definitions in Annex C, as of the issue date of this document.	Provide a list of projects that demonstrates the number of years of Migration Services experience. The referenced Client's projects must cover the 10 years with no more than 50 business days of gap within each year.
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INSERT:

M1	The Respondent must have at least 5 years of experience in Migration Services, in the last 10 years, as per the definitions in Annex C, as of the issue date of this document.	Provide a list of projects that demonstrates the number of years of Migration Services experience using the Contract List Table in this Annex. The total duration of the referenced Client's projects must add up to at least 60 months.
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Modification 003:

At ANNEX A – QUALIFICATION REQUIREMENTS

DELETE:

M2	The Respondent must have at least 20 current North American IT Infrastructure Services customers, of which 10 must be located in Canada, as of the issue date of this document.	<p>Provide written confirmation of:</p> <ul style="list-style-type: none"> a) The number of current Infrastructure Services customers in North America and in Canada b) Customer names and corporate headquarters address c) Service dates from initiation to close-out d) The type of IT Infrastructure Services offered as per the definitions of IT Infrastructure Services in Annex C.
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INSERT:

M2	The Respondent must have at least 20 current North American IT Infrastructure Services customers, of which 10 must be located in Canada, as of the issue date of this document.	<p>Provide a list of current Infrastructure Services customers in the North America and in Canada using the Current North American IT Infrastructure Services Customers List in this Annex. Provide written confirmation of:</p> <ul style="list-style-type: none"> a) The number of current Infrastructure Services customers in North America and in Canada b) Customer names and corporate headquarters address c) Service dates from initiation to close-out d) The type of IT Infrastructure Services offered as per the definitions of IT Infrastructure Services in Annex C.
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Modification 004:

At ANNEX A – QUALIFICATION REQUIREMENTS

DELETE:

<p>M4</p>	<p>The Respondent must have experience delivering at least 5 workload migration projects in the last 5 years as of the issue date of this document, that involved consolidation of enterprise workloads into shared services or enterprise-level infrastructure. The scope of work must have included the following:</p> <ul style="list-style-type: none">a) Migrating and testing, involving at least 300 applications across multiple data centresb) Moving workloads off end-of-life hardware at the source facility to the latest hardware version at the target facilityc) Performing Physical to Virtual (P2V) as well as Virtual to Virtual (V2V) migrationsd) Forklifting IT equipment from source facility to target facility <p>The net contract value of each referenced project must be at least \$10M CAD.</p> <p>The Respondent must have been the Prime Contractor accountable for successful project delivery.</p> <p>At least one reference project must be for a Public Sector client.</p>	<p>The substantiation required for M4 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Respondent meets the requirement. Respondents can provide Statements of Work or Project Plans to support to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to additional documentation submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p>
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INSERT:

<p>M4</p>	<p>The Respondent must have experience delivering at least 5 workload migration projects in the last 5 years as of the issue date of this document, that involved consolidation of enterprise workloads into shared services or enterprise-level infrastructure. The scope of work for each project must have included all of the following:</p> <ul style="list-style-type: none">a) Migrating and testing, involving at least 300 workloads across multiple data centresb) Moving workloads off end-of-life hardware at the source facility to the latest hardware version at the target facilityc) Performing Physical to Virtual (P2V) as well as Virtual to Virtual (V2V) migrationsd) Performing or organizing the forklifting of IT equipment from source facility to target facility <p>The net contract value or the project value of each referenced project must be at least \$10M CAD.</p> <p>The Respondent must have been the Prime Contractor accountable for successful project delivery.</p> <p>At least one reference project must be for a Public Sector client.</p>	<p>The substantiation required for M4 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Respondent meets the requirement. Respondents can provide Statements of Work or Project Plans to support to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to additional documentation submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p>
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Modification 005:

At ANNEX A – QUALIFICATION REQUIREMENTS

DELETE:

M6	<p>The Respondent must have documentation that details the Respondent's proposed methodologies and toolsets that have been deployed as standard practice for migration projects similar to services required in this ITQ.</p> <ul style="list-style-type: none">a. The proposed methodologies and toolsets must have been utilized for a single data centre migration of at least 300 workloads; ORb. The proposed methodologies and toolsets must have been utilized to migrate a workload that supported at least 10,000 users; ANDc. The proposed methodologies and tools must have been used across multiple migration projects; ANDd. Respondent must describe two (2) recent instances (no earlier than 2015) where the proposed methodologies and toolsets contributed to the client's successful migration into a shared services facility and/or cloud.	<p>Respondent to provide documentation that summarizes the methodologies, toolsets and processes, and briefly describe the lessons learned from past deployments and how they contributed to maturation of the Respondent's methodologies and processes.</p> <p>Respondent to provide sample artefacts/templates from past projects (Respondent to remove any confidential information from the samples).</p>
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INSERT:

<p>M6</p>	<p>The Respondent must have documentation that details the Respondent's proposed methodologies and toolsets that have been deployed as standard practice for migration projects similar to services required in this ITQ.</p> <p><u>Workload based:</u></p> <ul style="list-style-type: none">a. The proposed methodologies and toolsets must have been utilized for a single data centre migration of at least 300 workloads; ANDb. The proposed methodologies and tools must have been used across multiple migration projects; ANDc. Respondent must describe two (2) recent instances (no earlier than 2015) where the proposed methodologies and toolsets contributed to the client's successful migration into a shared services facility and/or cloud. <p>OR</p> <p><u>User based:</u></p> <ul style="list-style-type: none">a. The proposed methodologies and toolsets must have been utilized to migrate a workload that supported at least 10,000 users; ANDb. The proposed methodologies and tools must have been used across multiple migration projects; ANDc. Respondent must describe two (2) recent instances (no earlier than 2015) where the proposed methodologies and toolsets contributed to the client's successful migration into a shared services facility and/or cloud.	<p>Respondent to provide documentation that summarizes the methodologies, toolsets and processes, and briefly describe the lessons learned from past deployments and how they contributed to maturation of the Respondent's methodologies and processes.</p> <p>Respondent to provide sample artefacts/templates from past projects (Respondent to remove any confidential information from the samples).</p>
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Modification 006:

At ANNEX A – QUALIFICATION REQUIREMENTS

APPEND TO THE END OF THE CELL:

No	Submission and Participation Requirements
R1	Provide a list of projects that demonstrates compliance with this criterion using the Contract List Table in this Annex.

Modification 007:

At ANNEX A – QUALIFICATION REQUIREMENTS

APPEND TO THE END OF THE CELL:

No	Submission and Participation Requirements
R2	Provide a list of projects that demonstrates compliance with this criterion using the Contract List Table in this Annex.

Modification 008:

At ANNEX A – QUALIFICATION REQUIREMENTS

APPEND TO THE END OF THE CELL:

No	Submission and Participation Requirements
R3	Provide a list of projects that demonstrates compliance with this criterion using the Contract List Table in this Annex.

Modification 009:

At ANNEX A – QUALIFICATION REQUIREMENTS

APPEND TO THE END OF THE CELL:

No	Submission and Participation Requirements
R4	Provide a list of projects that demonstrates compliance with this criterion using the Contract List Table in this Annex.

Modification 010:

At ANNEX A – QUALIFICATION REQUIREMENTS

DELETE:

R5	The Respondent should demonstrate a level of understanding and completeness above Satisfactory in M3.	The Respondent should demonstrate compliance with this criterion in M3.	Demonstrated Level of Understanding and Completeness from M3 for each of the two areas: Exceptional = 50 pts Very Good = 25 pts	100
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INSERT:

<p>R5</p>	<p>The Respondent should demonstrate a level of understanding and completeness above Satisfactory in M3, in each of the following two areas:</p> <ol style="list-style-type: none"> 1. Understanding of steady state operations; and 2. Understanding of how the quality of migration activities and their approach for mitigating any potential risks in migration activities may impact these steady state operations. 	<p>The Respondent should demonstrate compliance with this criterion in M3.</p>	<p>Demonstrated Level of Understanding and Completeness from M3, in each of the following two areas:</p> <ol style="list-style-type: none"> 1. Understanding of steady state operations; and 2. Understanding of how the quality of migration activities and their approach for mitigating any potential risks in migration activities may impact these steady state operations. <p>Exceptional = 50 pts Very Good = 25 pts</p>	<p>100</p>
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Modification 011:

At ANNEX A – QUALIFICATION REQUIREMENTS

INSERT:

Contract List Table

Provide Sufficient Contract details to Substantiate Mandatory Criterion M1 and Rated Criteria R1, R2, R3, R4. Examples provided in the table below.

Contract Details									Substantiated Criterion				
Contract Number	Customer Name and Address	Start Date	End Date	International Public Sector (R3)	Canadian Public Sector (R3,R4)	Contract Project Value (R1,R2)	Number of Workloads (R1)	Demonstrate, using specific detailed examples, how the project meets all of the requirements of the substantiated criteria	M1	R1	R2	R3	R4
14	Customer A 1 Street Name Washington DC United States	1-Apr-2017	20-Jul-2018	●		\$10.0M	400	Note: include project specific substantiation here	●			●	
38	Customer B 2 Street Name London United Kingdom	1-May-2016	15-Feb-2017	●		\$15.7M	500	Note: include project specific substantiation here	●			●	
89	Customer C 3 Street Name Toronto, ON Canada	15-Dec-2014	31-Mar-2016			\$12.1M	450	Note: include project specific substantiation here	●				
91	Customer D 4 Street Name Ottawa, ON Canada	20-Jan-2014	31-Jan-2015		●	\$18.4M	600	Note: include project specific substantiation here	●				●
101	Customer E 5 Street Name Montreal, QC Canada	1-Jun-2013	31-Dec-13		●	\$30.9M	900	Note: include project specific substantiation here	●				●
...													

Modification 012:

At ANNEX A – QUALIFICATION REQUIREMENTS

INSERT:

Current North American IT Infrastructure Services Customers List

Provide Sufficient Contract details to Substantiate Mandatory Criteria M2. Examples provided in the table below.

Contract					
Number	Customer names and corporate headquarters address	Start Date	End Date	Customer in Canada	Demonstrate, using specific detailed examples, that the contract offers “IT Infrastructure Services” as per the definitions in Annex C.
1	Company 1 1 Street Name Mexico City Mexico	1-Apr-2017	31-Mar-2022		Note: include contract specific substantiation here
2	Company 2 2 Street Name New-York, NY USA	1-May-2016	30-Apr-2021		Note: include contract specific substantiation here
3	Company 3 3 Street Name San Francisco, CA USA	15-Dec-2015	31-Oct-2018		Note: include contract specific substantiation here
4	Company 4 4 Street Name Toronto, ON Canada	1-Jun-2014	31-May-2020	●	Note: include contract specific substantiation here
5	Company 5 5 Street Name Montreal, QC Canada	20-Jan-2014	31-Dec-2018	●	Note: include contract specific substantiation here
...					
20	Company 20 20 Street Name Denver, CO USA	5-Jan-2014	31-Dec-2020		Note: include contract specific substantiation here

Modification 013:

Change section number 4.1.4 to number 4.4.1

Change section number 4.1.5 to number 4.4.2

Modification 014:

DELETE:

Question Period 2:

The Final question period raising issue(s) only to Canada's initial response(s), will conclude 14:00 EDT on the third calendar day after the response(s) to the questions submitted during Period 1, the Initial Question Period, are posted on buyandsell.gc.ca.

For Question Period 2, questions must relate to answers provided in Question Period 1.

SSC will respond to these questions by up to 10 days before the closing date.

INSERT:

Question Period 2:

The second question period is intended for follow-up questions to Canada's initial response(s). Canada may, in its discretion, answer new questions relevant to the ITQ phase that have not previously been addressed. Question Period 2, will conclude at 14:00 EDT on the fifth business day after the response(s) to the Question Period 1 are posted on buyandsell.gc.ca.

SSC will respond to these questions by up to 10 days before the closing date.

Modification 015:

INSERT:

2.5 Previous Corporate Experience of the Respondent

Where the ITQ requires that the response demonstrate previous experience of the Respondent, the previous experience will only be awarded points or considered to demonstrate the required experience if the experience has been obtained by the Respondent itself, including its parent company, subsidiaries or affiliates.

2.6 Customer Reference Checks

Where the ITQ requires project references, points will not be allocated and/or a Respondent will not meet any mandatory experience requirement (as applicable) if the customer reference is not a customer of the Respondent itself which includes its parent company, subsidiaries or affiliates.

Modification 016:

On page 1 of ITQ:

DELETE:

Closing Date and Time	September 7, 2018 at 2:00PM EDT
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INSERT:

Closing Date and Time	September 26, 2018 at 2:00PM EDT
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ALL OTHER TERMS AND CONDITIONS OF THIS SOLICITATION REMAIN UNCHANGED.

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Following is a summary of Attachments/Amendments issued to date to this solicitation:

Document Tracking	Distribution	Date	Description
Amendment No. 001	BuyandSell	Current Document	Canada's Response to Questions and Modifications to the Mandatory and Rated Criteria