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Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT / DOCUMENT CONTIENT DES
EXIGENCES RELATIVES À LA SÉCURITÉ

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 Project Management	
Solicitation No. - N° de l'invitation W6369-18DE41/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client W6369-18DE41	Date 2018-12-04
GETS Reference No. - N° de référence de SEAG PW-\$IPS-003-34039	
File No. - N° de dossier 003ips.W6369-18DE41	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-12-13	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Kelly, James	Buyer Id - Id de l'acheteur 003ips
Telephone No. - N° de téléphone (613) 944-4482 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

Purpose:

To respond to various enquiries regarding this solicitation and to make corrections to the Point Rated Criteria.

QUESTIONS AND ANSWERS

QUESTION 13

With respect to *Attachment 4.1, Mandatory Corporate Criteria*, **CM1** requires the Bidder to demonstrate their capability of providing multiple resources simultaneously for a period of 12 consecutive months within the past 5 years, on two (2) IPS contracts awarded within the last 10 years, each with a minimum contract value of \$5M.

We understand that the purpose of CM1 is to demonstrate the Bidder's experience in providing and managing a high volume of resources and that the most significant risk associated with this contract is that the contractor will be unable to provide the required number of qualified resources, within the timeframe specified in the task authorization. However, suppliers cannot control client contract usage as this is based on client needs. The requirement to demonstrate placing ≥ 15 resources simultaneously for a period of 12 consecutive months, within the past 5 years, on only two (2) contracts places many firms who are qualified to bid and who have successfully delivered on multiple contracts versus one or two contracts, at a clear disadvantage.

We respectfully request that the Crown consider revising CM1 to have Bidders demonstrate placing ≥ 15 resources simultaneously for a period of 12 consecutive months, within the past 5 years, on one contract. And the 2nd contract be amended to ≥ 10 resources simultaneously for a period of 12 consecutive months, within the past 5 years.

ANSWER 13

Canada seeks entities with experience consistently providing the required level of resources across a multitude of requirements. Demonstrating resource levels on a single contract does not meet this requirement. While the number of categories required may seem excessive to some, Canada's needs are complex and we require bidders who can provide resources with the required range of skillsets on demand. Canada will not change this criteria as requested.

QUESTION 14

Notwithstanding the responses in Amendment 001 (Nov. 9, 2018), please allow an extension of two weeks to the closing date?

ANSWER 14

See Amendment 002.

QUESTION 15

Re. ATTACHMENT 4.2 - POINT RATED TECHNICAL CRITERIA, C.6 IT Security Engineer Level 3, R5 (IT Security certifications): Would the government also accept the CRISC (Certified Risk and Information System Control) certification, which is part of the ISACA Association?

ANSWER 15

Canada will accept CRISC (Certified Risk and Information System Control) certification. The scoring for

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

this criteria is changed as follows:

- 1 certificate = 1 point
- 2 certificates = 2 points
- 3 certificates = 3 points
- 4 certificates = 4 points
- Greater than 4 certificates = 5 points

QUESTION 16

ATTACHMENT 4.1 - MANDATORY TECHNICAL CRITERIA, Corporate Criteria: CM1 states that the referred contract "must have been awarded within the past ten (10) years prior to solicitation closing date". However, 3.2 Section I: Technical Bid, (a), (vi), (B) states "within the past five years prior to [the solicitation closing date]". Please confirm that the text in CM1 is correct—that the contract must have been awarded within the past ten (10) years prior to solicitation closing date?

ANSWER 16

See **Changes** section below.

QUESTION 17

Regarding **R5** for the IT Security Engineer Level 3: The Certified Authorization Professional (CAP) Certification is a security certificate that is based on IT, information security, and information assurance. As this certificate aligns with the other certifications in this requirement (CISSP, CISM, CISA, and ISACA), will the Crown also accept the CAP certification for this requirement?

ANSWER 17

Canada will accept the Certified Authorization Professional (CAP). The scoring changes for answer 15 will apply to R5 for the IT Security Engineer Level 3 as well.

QUESTION 18

Please refer to ATTACHMENT 4.2 - POINT RATED TECHNICAL CRITERIA, B.14 Technical Writer Level 3, R1. Would the government also accept a Bachelor of Arts degree to satisfy the requirement?

ANSWER 18

Canada will also accept a Bachelor of Arts to satisfy this requirement.

QUESTION 19

For the B.14 Technical Writer category only, at both APPENDIX C TO ANNEX A, RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE and ATTACHMENT 4.2 POINT RATED TECHNICAL CRITERIA **R1**:

Since it is quite rare for Technical Writer resources to have both a Top Secret security clearance and formal education in sciences, engineering, or IM/IT, would DND accept a combination of Bachelor of Education along with an IM/IT certification?

ANSWER 19

Canada will also accept a Bachelor of Education from a recognised university to satisfy criterion R1(i).

QUESTION 20

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

In Answer 11, the Crown has confirmed that the security requirements as described in Article 6.1 and 7.5 of the RFP document apply to this solicitation. As article 7.5 (a) states that the Contractor must hold a TOP SECRET level clearance, please amend the SRCL from Solicitation W6369-18DE41/A to remove the check mark in 7c "TOP SECRET SIGINT".

ANSWER 20

The Security Requirements Check List as well as Article 6.1 and 7.5 are correct as indicated in the solicitation. Canada will not change the SRCL as requested.

QUESTION 21

Re: Risk Manager Level 3 - R7. In order for Bidders to obtain full points for this criteria, they are required to have a PMP, PRINCE2, and a Project Risk Management Certification. Given the fact that the PMP and Prince 2 certifications are very similar, will the Crown please amend R7 Evaluation Criteria to the following:

"PMP or PRINCE2 certification = 2 points
Project Risk Management Certification = 1 point"

ANSWER 21

Canada will accept the Project Risk Management Certificate or the Certified Management Consultant (CMC) Certificate. The scoring for this criteria will now read as follows;

1 Certificate = 1 point

2 Certificates = 2 points

Greater than 2 certificate = 3 points

QUESTION 22

Would the Crown accept a Bachelor in Commerce degree for Rated Requirement R1 for the Project Manager Level 3?

ANSWER 22

Yes

QUESTION 23

Would the Crown accept any one of the following relevant certifications in lieu of a PMI-SP (Project Scheduling Certification) and/or a Prince2 Certification for Rated Requirement R3 for the Project Manager Level 3 (page 190 of 201):

- 1) Certified Management Consultant (CMC)
- 2) ITIL V3 Foundation Certification
- 3) Microsoft Certified Technology Specialist (MCTS) – Microsoft Office Projects 2007, Managing Projects
- 4) Microsoft Certified Application Specialist Master (MCAS) – Microsoft Word 2007, Microsoft Excel 2007, Power Point 2007, Outlook 2007

ANSWER 23

Canada will only accept the Certified Management Consultant (CMC) from the certificates listed above. The scoring changes for **Answer 21** apply to Rated Requirement R3 for the Project Manager Level 3 as well.

QUESTION 24

Would the Crown accept a degree or diploma in a business-related field for Rated Requirement R1 for the Risk Management Specialist Level 3?

ANSWER 24

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

Canada will also accept a Bachelor of Commerce Degree from a recognized University for criterion R1(i) and a diploma (minimum 2 years) in the sciences , engineering or IM/IT related studies from a recognized college for criterion R1(ii) of this category.

QUESTION 25

Would the Crown accept experience performing risk to requirements assessments and change impact analyses with industry accredited tools (ex: JIRA, CA Agile Requirements Designer, etc.) other than IBM Rational Dynamic Object-Oriented Requirements System (DOORS) for Rated Requirement R5 for the Risk Management Specialist Level 3?

ANSWER 25

Canada has operational requirements for resources with specific IBM Rational Dynamic Object-Oriented Requirements System (DOORS) experience. Canada will not change this requirement as requested.

QUESTION 26

Would the Crown accept a Bachelor of Arts and/or a Bachelor's Degree in Journalism for Rated Requirement R1 for the Technical Writer Level 3?

ANSWER 26

See Answer 18

QUESTION 27

For rated requirement R2 for the Project Manager Level 3, the requirement for 14+ years of experience for full-points in addition to the requirement that each project must span a minimum duration of two years is unduly restrictive. Would the Crown please consider awarding full points to resources with 12 or more years of experience delivering services as described in R2?

ANSWER 27

Canada will accept a minimum Project duration of 12 Months. However, Canada will not change the point scoring as requested.

QUESTION 28

Re. ATTACHMENT 4.2 - POINT RATED TECHNICAL CRITERIA, I.10 Technical Architect Level 3, R7: Would the government also accept the MCTS (Microsoft Certified Technology Specialist) and MCP (Microsoft Certified Professional) certifications, to satisfy the requirement?

ANSWER 28

Canada will also accept a MCTS (Microsoft Certified Technology Specialist). However, Canada will not accept a MCP (Microsoft Certified Professional)

QUESTION 29

Referring to Attachment 4.3 – Pricing Schedule, the Crown has provided an "Estimated Number of Days" per Resource category as part of the Total Cost calculation. The Estimated Number of Days per Resource Category is inconsistent for each category. This large difference in the estimated number of days per resources category encourages vendors to propose low (to "tank") rates for categories with a higher estimated number of days, to keep their Total Cost down for financial evaluation. Would the Crown please consider eliminating the Estimated Number of Days column for evaluation purposes, to ensure that they receive competitive market rates for which vendors can provide quality resources, and to eliminate the common practice whereby vendors propose extremely low rates for the majority of the categories with the intention to not fill and then redirect the client to the select number of categories where they proposed their fillable rates?

ANSWER 29

The Estimated Number of Days is based on the anticipated level of effort required for each category and level of resource. It is the defined unit of measure for the services to be provided under this procurement and is one of the factors required to determine the total cost used for evaluation proposes. Canada anticipates cost advantages for categories where volume is greater which could result in more competitive pricing. Bidders are obligated to provide resources as stipulated in the solicitation. The Task Based Informatics Professional Services (TBIPS) Supply Arrangement (SA) is a mandatory method of supply for this commodity and incorporates various standard clauses and conditions to ensure the principles of competition, fairness, openness, transparency and integrity are maintained. Removing Column (c) from the Pricing Schedule would not meet Canada's objectives. Therefore, Canada will not amend the financial evaluation provisions of solicitation as requested.

QUESTION 30

The crown has selected a median evaluation methodology with a -20% limitation to vendors for substantiation requests. In our experience, this incentivizes bidders to price as closely as possible to the -20% range of pricing which will result in professional services rates that are very low. This problem is compounded by the evaluation methodology which designates 40% of the evaluation to price. This further incentivizes the submission of low rates as bidder's price conservatively to avoid loss of scoring on the 40% portion. To avoid the outcome of unreasonably low rates, will the crown consider amending the median band to -10% substantiation range.

ANSWER 30

The 20% threshold used in the Substantiation of Professional Services Rates provision of the Financial Evaluation is the standard used to assess what constitutes a very low rate for which Bidders later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. Changing this threshold to a lesser level could create unnecessary burden on bidders to substantiate an otherwise relatively reasonable deviation from the median rate as a result of good competition. The 60/40 Basis of Selection is a best value methodology where the technical rating factors higher in the overall score than does the financial rating of 40%. Therefore, a low rate would have less impact on the overall score than would a superior technical score. Canada's experience is that bidder's price conservatively in order to remain competitive which is the goal of competitive solicitations. However, standard provisions such as this are included to ensure integrity of the bids. Canada will not change this requirement as requested.

QUESTION 31

Regarding Attachment 4.2 - Point Rated Technical Criteria, I.10 Technical Architect Level 3. **R7 (ii) -**

Microsoft Certifications:

- a) MCITP (Microsoft IT Professional)
- b) MCSA (Microsoft Certified Solutions Associate)

Q1 - Would the Crown accept a Microsoft Certified Professional (MCP) certification **in lieu** of a) MCITP (Microsoft IT Professional)?

Q2 - Would the Crown accept a Microsoft Certified Systems Administrator (MCSA) certification **in lieu** of b) MCSA (Microsoft Certified Solutions Associate)?

ANSWER 31

No, the proposed certifications do not meet the operational requirements therefore Canada will not change this criteria as requested.

QUESTION 32

P.9 Project Manager Level 3, R2:

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

This criteria requires candidates to have 14 years' experience within 15 years, with projects greater than two (2) years to receive 3 points. This is very restrictive to providing DND with qualified and experienced resources to manage their projects. Many Project Managers have managed projects during the development, implementation and operations startup for projects under a year in duration. To satisfy the R2 experience criteria would the government accept the following:

The Contractor should clearly demonstrate that the proposed resource has experience, within the last fifteen (15) years, in managing a minimum of three (3) or more IM/IT projects, and the three (3) projects must span a minimum of two (2) years. Subsequent projects can be under two (2) years experience?

ANSWER 32

See Answer 27. Canada will not change this criteria as requested.

QUESTION 33

With respect to *Part 3 – Bid Preparation Instructions, Article 3.2, clause (iii) Substantiation of Technical Compliance* (RFP page 14) AND the **Mandatory/Rated tables in Attachments 4.1 & 4.2**, to properly substantiate our candidates' experience, qualifications and expertise, please confirm it is acceptable to cross-reference to detailed project descriptions in his/her resume. The projects in the resume will be sequentially numbered and that number will be used in the matrix to identify the relevant projects that substantiate the specific requirement. Each project in the resume will include department, project name, role and start/end dates, the candidate's responsibilities and activities as well as an annotation that reflects the mandatory or rated criteria that each statement in the resume is supporting. For example, in response to mandatory criteria M1, a (M1) could be placed at the beginning of the statement in the resume that satisfies this criteria.

ANSWER 33

Please refer to the following paragraph in article 3.2 (iii) Substantiation of Technical Compliance: *"The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachments 4.1 and 4.2, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers;"*.

QUESTION 34

With respect to Part 3 – Bid Preparation Instructions, Article 3.1, clause **(b) Soft Copy of Bid Submission**, we understand that Section II: Financial Bid must be provided on a separate USB key. Would the Crown please confirm that the soft copy files of Section I: Technical Bid and Section III: Certifications can be provided on the same USB key?

ANSWER 34

Yes.

QUESTION 35

With respect to Part 3 – Bid Preparation Instructions, Article 3.2, clause **(vi) Customer Reference Contact Information**, would the Crown please confirm that the requirement to provide customer references, at bid submission, pertain to CM1 only and does not apply to the proposed resources?

ANSWER 35

Customer References identified in 3.2(vi) refer to references to be provided in the bidders bid for Corporate Criteria CM1. However, bidders are reminded that Canada may request additional information in accordance with article 4.1(c)(ii) - Requests for Further Information.

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

QUESTION 36

R1 for each category is asking for a degree in science, engineering, or IM/IT to score full points. DND is asking for Top Secret resources with multiple certifications and degrees, which is restricting. Would the Crown consider changing the requirement so that any education whether it be a degree or diploma in science, engineering, or IM/IT is worth full points?

ANSWER 36

Canada's needs are based on operational requirements. Academic credentials and the levels therein are paramount to ensuring qualified resources are available to perform the various task identified in the solicitation. Changing the requirement overall so that any education would score full points does not meet our requirements. Canada will not make this change as requested.

QUESTION 37

Regarding **R3, R4, & R6** for the Technical Architect Level 3 category: As consultants generally take short breaks between contracts, asking for greater than 14 years in the last 15 years is extremely restrictive. Would the Crown consider changing this to within the last 20 years?

ANSWER 37

Given the timelines and that this type of experience is relevant within the last 20 years, Canada agrees to change this criteria as requested. See changes section below.

QUESTION 38

Regarding **R3** for the Project Manager Level 3 category: Most Project Managers would only obtain 1 of the listed certifications, along with a degree/diploma. As DND is asking for Top Secret resources with education and multiple certifications, this is narrowing the pool of potential candidates significantly. Furthermore, it is uncommon that Project Managers would have a Project Scheduling certification, as this is more common for Project Administrators/Project Schedulers. Would the Crown consider changing the scoring for R3 to award full points for having 1 out of the 3 of the listed certifications?

ANSWER 38

No, see Answer 23.

QUESTION 39

Regarding **R7** for the Risk Management Specialist Level 3 category: It is uncommon for Risk Management Specialists to have more than one of the Project Management Certifications listed in the requirement, as these are geared more towards a Project Manager. As this is restricting, would the Crown consider changing this to award full points for having 2 out of the 3 of the listed certifications?

ANSWER 39

See Answer 21

QUESTION 40

Regarding **R7** for the Risk Management Specialist Level 3 category: Can the Crown please provide a list of the certifications that would qualify for item (iii) Project Risk Management Certification?

ANSWER 40

Canada will accept any of the following certifications for criterion R7(iii) Project Risk Management certification for 1 point;
Chartered Enterprise Risk Analyst® (CERA)
Certified Risk Manager (CRM)

Solicitation No. - N° de l'invitation
W6369-18-DE41/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
003ips

Client Ref. No. - N° de réf. du client
W6369-18-DE41

File No. - N° du dossier
003ips.W6369-18-DE41

CCC No./N° CCC - FMS No/ N° VME

Financial Risk Manager (FRM)
Professional Risk Manager (PRM)
PMI Risk Management Professional (PMI-RMP).

QUESTION 41

Regarding **R5** for the IT Security Engineer Level 3: Asking for Top Secret resources with education and 5 certifications is extremely restrictive, and greatly narrows the pool of potential candidates that would have the required experience and education. Would the Crown consider changing this requirement to award full points for having 3 out of the 5 of the listed certifications?

ANSWER 41

Due to the nature of this category Canada will change the scoring as follows;
1 Certificated = 2 pts
2 Certificates = 4 pts
Greater than 2 certificates = 5 pts

CHANGES

At sub-article 3.2(a)(vi)(B)(2)

Delete: it its entirety.

Insert the following revised sub-article 2:

2. *The contract was awarded within the past ~~five~~ **ten** years prior to [the solicitation closing date];*

Evaluation Criteria **R3, R4, & R6** in all Point Rated Criteria tables for Category I.10 Technical Architect Level 3, are changed as follows:

Delete: the phrase "within the last fifteen (15) years"

Insert: the phrase "within the last twenty years".

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME