



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

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

**11 Laurier St., / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Informatics Professional Services - EL Division/Services

professionnels en informatique - division EL

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Informatics professional services	
<b>Solicitation No. - N° de l'invitation</b> 47419-192246/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 47419-192246	<b>Date</b> 2018-12-05
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-632-34184	
<b>File No. - N° de dossier</b> 632el.47419-192246	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-01-04</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Lapalme, Francis	<b>Buyer Id - Id de l'acheteur</b> 632el
<b>Telephone No. - N° de téléphone</b> (613) 858-9912 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

The purpose of amendment number 003 is to respond to vendors' questions and to provide revisions to the subject Request for Proposal (RFP).

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## QUESTIONS AND ANSWERS

### Question 1:

#### Reference – Basis of Financial Evaluation

Section 2.6 of the RFP (located on page 10) invites Bidders to make suggestions for improvements to the requirement during the solicitation period by outlining the suggested improvement and the reasons for the suggestion. Given this, we would like to address the method of financial evaluation chosen by the Crown outlined in Part 4 – Evaluation Procedures and Basis of Selection.

In an effort to see CBSA be able to secure viable candidates for this mission-critical project who will serve the duration of their task authorizations, we would like to request the following:

1. For the financial evaluation, set the point allocations so that all resource categories are weighted equally, eg. 100 points for the initial contract term and 50 points for each option period thereafter. This avoids scenarios where because of high point allocations rates have to be “tanked” simply for vendors to stay competitive on score.
2. Set the lower range of the median to -10%. This ratio is now being seen more commonly in large supply arrangements or where knowledge workers are key to success. Client feedback suggests that it provides for better candidate quality and retention, while still requiring vendors to be financially competitive overall.
3. Change the weighting for the overall financial score to be 20% of the total, meaning ratio of technical to financial would be 80/20. This reduction in the overall weight still requires bidders to be competitively priced but helps to mitigate the downward skewing of the median that results from a 60/40 ratio.

### Response 1:

Please see revisions to Tables 1 and 3 of article 4.3 Financial Evaluation of the RFP document.

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### Question 2:

As there are a large amount of RFPs that are currently out and due at the same time, as well as the level of effort required to respond to this RFP (Corporate requirements and 5 resources with limited candidate availability due to them preparing for the upcoming Holidays), will the Crown please grant a 3 week extension?

### Response 2:

Canada has considered your request. However, the bid closing date remains unchanged.

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**Question 3:**

We respectfully submits the following questions regarding Corporate Mandatory Requirement M.1.

1. Would the Crown accept an informatics professional services contract awarded less than 1 month outside of the required 7 years prior to the original solicitation closing date?
2. Would the Crown accept an informatics professional services contract awarded less than 1 month outside of the required 7 years prior to the original solicitation closing date?
3. Would the Crown please modify Corporate Mandatory M.1 to allow for contracts awarded from the publication date (2018-11-26) rather than the Original Solicitation Closing Date (2018-12-21)?

**Response 3:**

Please see change to Mandatory Corporate Requirement M.1 in attached "Attachment 2 – revision 1".

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**Question 4:**

M.1 "(2) The contract value\*\*\* was \$10,000,000.00 minimum."

\*\*\*value is defined as either the amount specified in the limitation of expenditure article of the contract, plus applicable taxes, or the total price in the contract, whichever is the highest.

Rather than the word "plus" please clarify if the contract value is inclusive or exclusive of taxes.

Does the value indicate only the initial contract value or will CBSA accept amended values (to include exercised options)?

**Response 4:**

The contract value is inclusive of applicable taxes and Canada will accept amended values.

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**Question 5:**

Regarding Mandatory Corporate Requirement M-1, please confirm that the contract value/total price includes all amendments?

**Response 5:**

Canada confirms that the contract value includes all contract amendments.

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**RFP AMENDMENT**

**1. At Table 1 – MAXIMUM POINTS ASSIGNED of article 4.3 Financial Evaluation:**

**DELETE** Table 1 – MAXIMUM POINTS ASSIGNED in its entirety.

**INSERT:**

TABLE 1 - MAXIMUM POINTS ASSIGNED						
RESOURCE CATEGORY	LEVEL OF EXPERTISE	INITIAL CONTRACT PERIOD (2 YEARS)	OPTION PERIOD 1 (1 YEAR)	OPTION PERIOD 2 (1 YEAR)	OPTION PERIOD 3 (1 YEAR)	TOTAL POINTS
Project Manager	LEVEL 3	100	50	50	50	250
Application/Software Architect	LEVEL 3	100	50	50	50	250
Business Architect	LEVEL 3	100	50	50	50	250
Business Consultant	LEVEL 3	100	50	50	50	250
Business Transformation Architect	LEVEL 3	100	50	50	50	250
Project Executive	LEVEL 3	100	50	50	50	250
Business Analyst	LEVEL 1	100	50	50	50	250
Business Analyst	LEVEL 2	100	50	50	50	250
Business Analyst	LEVEL 3	100	50	50	50	250
Business System Analyst	LEVEL 2	100	50	50	50	250
Business System Analyst	LEVEL 3	100	50	50	50	250
Change Management Consultant	LEVEL 3	100	50	50	50	250
Tester	LEVEL 2	100	50	50	50	250
Tester	LEVEL 3	100	50	50	50	250
TOTAL		1400	700	700	700	3500

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**2. At Table 3 – MAXIMUM POINTS ASSIGNED of article 4.3 Financial Evaluation:**

**DELETE** Table 3 – MAXIMUM POINTS ASSIGNED in its entirety.

**INSERT:**

TABLE 3 - MAXIMUM POINTS ASSIGNED						
RESOURCE CATEGORY	LEVEL OF EXPERTISE	INITIAL CONTRACT PERIOD (2 YEARS)	OPTION PERIOD 1 (1 YEAR)	OPTION PERIOD 2 (1 YEAR)	OPTION PERIOD 3 (1 YEAR)	TOTAL POINTS
Project Manager	LEVEL 3	100	50	50	50	250
Application/Software Architect	LEVEL 3	100	50	50	50	250
Business Architect	LEVEL 3	100	50	50	50	250
Business Consultant	LEVEL 3	100	50	50	50	250
Business Transformation Architect	LEVEL 3	100	50	50	50	250
Project Executive	LEVEL 3	100	50	50	50	250
Business Analyst	LEVEL 1	100	50	50	50	250
Business Analyst	LEVEL 2	100	50	50	50	250
Business Analyst	LEVEL 3	100	50	50	50	250
Business System Analyst	LEVEL 2	100	50	50	50	250
Business System Analyst	LEVEL 3	100	50	50	50	250
Change Management Consultant	LEVEL 3	100	50	50	50	250
Tester	LEVEL 2	100	50	50	50	250
Tester	LEVEL 3	100	50	50	50	250
TOTAL		1400	700	700	700	3500

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

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Buyer ID:  
632el

## ATTACHMENT 2 – **revision 1** BID EVALUATION CRITERIA - MANDATORY REQUIREMENTS

Technical proposals will be evaluated in accordance with the following evaluation criteria. Substantiation of mandatory requirements must not simply be a repetition of the criteria, but must explain and demonstrate how the Bidder meets the requirement. Where Canada determines that the substantiation of a mandatory requirement is not complete, the Bidder will be considered non-responsive.

**Original Solicitation Closing Date = 2018-12-21**

### 1.0 MANDATORY CORPORATE REQUIREMENTS

ID	Corporate Mandatory Criteria	Bidder's response	
		Met Y/N	Demonstrated Experience (Bidders to insert data)
M.1	<p>The Bidder must demonstrate that it has been awarded 1 informatics professional services contract*, within the last <b>7 8</b> years prior to the Original Solicitation Closing Date, that met the following criteria:</p> <p>(1) The contract was in support of an IM/IT systems project in support of the assessment of risk and operational surveillance. A summary of the scope and key responsibilities must be provided;</p> <p>(2) The contract value*** was \$10,000,000.00 minimum.</p> <p>*The above requirement must be demonstrated in a signed letter by the client. The name of the client and the name of a contact person at the client must be provided in the letter. It is requested that an email and phone number also be provided. It is also requested that the description of the informatics professional services be limited to 1 paragraph and the contract title or serial number be included.</p> <p>***value is defined as either the amount specified in the limitation of expenditure article of the contract, plus applicable taxes, or the total price in the contract, whichever is the highest.</p>		

ID	Corporate Mandatory Criteria	Bidder's response																				
		Met Y/N	Demonstrated Experience (Bidders to insert data)																			
M.2 <sup>BB</sup>	<p>The Bidder must demonstrate the Minimum Billable Days for ALL the Resource Categories identified below.</p> <p>To be accepted:</p> <ul style="list-style-type: none"><li>1) The billable days must have been for the delivery of informatics professional services;</li><li>2) For each resource category, the billable days must have occurred, in a 60-month period, within the past 7 years prior to the Original Solicitation Closing Date;</li><li>3) The billable days for all resource categories must have been provided under a maximum of 5 contracts;</li><li>4) The work billed for a given resource category must include at least 50% of the associated tasks listed in Article 5 of Annex A - Statement of Work for the same resource category; and</li><li>5) The Bidder must provide a completed Billable Days Response Template (Appendix A) as well as a Bidder's Response Template for Corporate References (Appendix B) provided in this attachment for each Resource Category.</li></ul> <table><tr><th>Resource Category</th><th>Minimum Billable Days per Resource Category (1 billable day = 7.5 hours)</th></tr><tr><td>Project Executive - Level 3</td><td>1000</td></tr><tr><td>Project Manager - Level 3</td><td>500</td></tr><tr><td>Change Management Consultant - Level 3</td><td>1000</td></tr><tr><td>Application Software Architect – Level 3</td><td>2000</td></tr><tr><td>Business Architect - Level 3</td><td>2000</td></tr><tr><td>Business Analyst - Level 2</td><td>500</td></tr><tr><td>Business Analyst - Level 3</td><td>250</td></tr><tr><td>Business System Analyst - Level 3</td><td>250</td></tr><tr><td>Business Transformation Architect - Level 3</td><td>2000</td></tr></table>	Resource Category	Minimum Billable Days per Resource Category (1 billable day = 7.5 hours)	Project Executive - Level 3	1000	Project Manager - Level 3	500	Change Management Consultant - Level 3	1000	Application Software Architect – Level 3	2000	Business Architect - Level 3	2000	Business Analyst - Level 2	500	Business Analyst - Level 3	250	Business System Analyst - Level 3	250	Business Transformation Architect - Level 3	2000	
Resource Category	Minimum Billable Days per Resource Category (1 billable day = 7.5 hours)																					
Project Executive - Level 3	1000																					
Project Manager - Level 3	500																					
Change Management Consultant - Level 3	1000																					
Application Software Architect – Level 3	2000																					
Business Architect - Level 3	2000																					
Business Analyst - Level 2	500																					
Business Analyst - Level 3	250																					
Business System Analyst - Level 3	250																					
Business Transformation Architect - Level 3	2000																					

## 2.0 MANDATORY RESOURCE REQUIREMENTS

### 2.1 Application/Software Architect – Level 3

Name of proposed Resource: _____				
The Bidder MUST demonstrate that the proposed Application/Software Architect – Level 3 has:				
Criteria	Mandatory Requirement	Bidder's response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M.1</b>	A minimum of ten years of experience developing all of the following: (1) service or application or technical architectures; (2) Architecture frameworks; and (3) Architecture strategies.  to meet business and application requirements.			
<b>M.2</b>	A minimum of 2 Information Management/Information Technology (IM/IT) projects developing technical architectures, frameworks and strategies.  Each project referenced must be a minimum of 6 months duration to be considered.			
<b>M.3</b>	A minimum of 2 IM/IT projects conducting architecture options analysis, developing and documenting solutions architectures  Each project referenced must be a minimum of 6 months duration to be considered.			



<b>Name of proposed Resource:</b> _____				
<b>The Bidder MUST demonstrate that the proposed Application/Software Architect – Level 3 has:</b>				
Criteria	Mandatory Requirement	Bidder's response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M.4<sup>PB</sup></b>	<p>A minimum of 5 years of experience designing and applying technical architecture for border passage processing or risk assessment concepts related to either:</p> <p>(1) the collection or processing of advance reporting information in electronic or paperless communication methods; or</p> <p>(2) border passage processing systems; or</p> <p>(3) automated risk assessment processing</p> <p>for an organization involved in the assessment of risk and operational surveillance.</p>			
<b>M.5</b>	<p>A minimum of 1 year of experience designing a system(s) that incorporates at least 2 of the 7 following technologies:</p> <ul style="list-style-type: none"> <li>• IBM Master Data Management (MDM)</li> <li>• IBM Quality Stage Address Verification Interface (AVI)</li> <li>• IBM LanguageWare</li> <li>• IBM Operational Decision Management (ODM).</li> <li>• Service –oriented Architecture technologies</li> <li>• SAP Applications</li> <li>• IBM Websphere Application Server</li> </ul>			
<b>M.6</b>	<p>A minimum of 3 years of experience designing a system(s) that uses IBM Websphere MQ (MQSeries) to integrate and transport data from disparate systems.</p>			

2.2     Tester – Level 2

Name of proposed Resource: _____				
The Bidder MUST demonstrate that the proposed Tester – Level 2 has:				
Criteria	Mandatory Requirement	Bidder's response		
		INSERT PAGE # OF RESUME	Met	Not Met
M.1	A minimum of 3 years of experience, within the last 5 years, in developing automated test scripts using standard automated testing tools.			
M.2	A minimum of 2 years of experience, within the last 5 years, in developing and executing automated test cases and test plans using standard automated testing tools.			
M.3	A minimum of 5 years of experience, within the last ten years, developing test packages including test strategies, test plans, test cases, test cycles, automated test scripts, test analysis and reporting.			
M.4	A minimum of 3 years of experience testing an application for an entire Software Development Lifecycle (SDLC).			

**2.3 Tester – Level 3**

Name of proposed Resource: _____				
The Bidder <b>MUST</b> demonstrate that the proposed Tester – Level 3 has:				
Criteria	Mandatory Requirement	Bidder's response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M.1</b>	A minimum of 5 years of experience, within the last 7 years prior to the Original Solicitation Closing Date, in developing automated test scripts using standard automated testing tools.			
<b>M.2</b>	A minimum of 5 years of experience, within the last 7 years prior to the Original Solicitation Closing Date, in developing and executing automated test cases and test plans using standard automated testing tools.			
<b>M.3</b>	A minimum of ten years of experience developing test packages including test strategies, test plans, test cases, test cycles, automated test scripts, test analysis and reporting.			
<b>M.4</b>	A minimum of 5 years of experience testing an application for an entire Software Development Lifecycle (SDLC)			
<b>M.5</b>	A minimum of 5 years of experience in testing applications.			

## 2.4 Business Architect – Level 3

Name of proposed Resource: _____				
The Bidder MUST demonstrate that the proposed Business Architect – Level 3 has:				
Criteria	Mandatory Requirement	Bidder's response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M.1</b>	A minimum of ten years of experience developing policies and rules to support an organization's mandate and functional responsibilities.			
<b>M.2</b>	A minimum of 2 IM/IT projects developing specifications, presentations and use cases. Each project referenced must be a minimum of 6 months duration to be considered.			
<b>M.3<sup>PB</sup></b>	A minimum of 5 years of experience developing and coordinating policies, processes and systems related to either: (1) the collection or processing of advance reporting information in electronic or paperless communication methods; or (2) border passage processing systems; or (3) automated risk assessment processing; for an organization involved in the assessment of risk and operational surveillance.			
<b>M.4<sup>PB</sup></b>	A minimum of 2 years of experience in the development of: (1) data acquisition strategies or border passage processing systems; and (2) statement of requirements.			

## 2.5 Business Transformation Architect – Level 3

Name of proposed Resource: _____				
The Bidder <b>MUST</b> demonstrate that the proposed Business Transformation Architect – Level 3 has:				
Criteria	Mandatory Requirement	Bidder's response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M.1</b>	A minimum of ten years of experience analyzing and developing architecture requirements design, process development, and process mapping.			
<b>M.2<sup>PB</sup></b>	Experience analyzing and developing architecture requirements design, process development, and process mapping on an IM/IT project.  Project referenced must be a minimum of 6 months duration to be considered.			
<b>M.3<sup>PB</sup></b>	A minimum of 2 years of experience in the development of data acquisition strategies or statement of requirements			
<b>M.4</b>	A minimum of 4 years of experience defining and negotiating business and program requirements with personnel in headquarters, and personnel in one of:  (a) regional offices in Canada; or  (b) international offices			

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**APPENDIX A OF ATTACHMENT 2**  
**RFP BILLABLE DAYS RESPONSE TABLE**

Bidder Name: \_\_\_\_\_

By providing a response, the bidder certifies that billable days provided occurred during the billing period indicated below for ALL of the resource categories listed.

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS			
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)
Project Executive - Level 3				
Project Manager - Level 3				
Change Management Consultant – Level 3				
Application Software Architect - Level 3				
Business Architect - Level 3				
Business Analyst - Level 2				
Business Analyst - Level 3				
Business System Analyst – Level 3				

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Amendment Number:

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632eI

NUMBER OF BILLABLE DAYS				
RESOURCE CATEGORY	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)
Business Transformation Architect – Level 3				

**APPENDIX B OF ATTACHMENT 2**

**BIDDER'S RESPONSE TEMPLATE FOR CORPORATE REFERENCES**

To meet M.2 of attachment 2, the Bidder must have demonstrated contract experience in supplying all of the resource categories or similar resource categories, for the required Minimum Billable Days per category, within the past 7 years prior to the Original Solicitation Closing Date. All resources provided must have completed at least 50% of the tasks detailed in Article 3 of Annex A (SOW), for the resource category for which they were provided.

The substantiation must not simply be a repetition of the tasks, but must explain responsibilities and demonstrate how the Bidder carried out the work while performing the tasks.

Bidder Name: \_\_\_\_\_ Bidder Contract Reference #: \_\_\_\_\_

**SECTION 1: CLIENT INFORMATION**

Government client (Yes/No)

Client Organization Name

Client Contact Name

Address

Telephone

Fax

E-mail

**SECTION 2: CONTRACT INFORMATION**

Contract Value

Award Date

Expiry Date

Description of requirement:



SECTION 3: RESOURCE DETAILS		
Category of Personnel and Level	Task from Article 5 of Annex A - SOW	Task performed under the contract, including substantiation