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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

This document contains a security requirement.

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

Title - Sujet IT Professional Services Omnibus	
Solicitation No. - N° de l'invitation 47419-252068/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 1000342068	Date 2019-03-27
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-640-34768	
File No. - N° de dossier 640el.47419-252068	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-04-10	
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: Pui, Ivy	Buyer Id - Id de l'acheteur 640el
Telephone No. - N° de téléphone (613) 858-9873 ()	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 Number:
47419-252068/B

Amendment Number:
002

Buyer ID:
640EL

The purpose of Amendment number 002 is to:

- answer bidders' questions.
- amend the Request for Proposal (RFP).

QUESTION AND ANSWER

Question 4

This RFP appears to be a re-issue of Solicitation No. 47419-252068/A that was released on September 19, 2018.

- a) Please confirm that this is a re-issue of the above mentioned RFP.
- b) If it is a re-release, please briefly explain the reason for the re-release.
- c) If it is a re-release, please summarize the main changes (if any) in the RFP.

Answer 4

a) As per Article 1.2(a), this bid solicitation is a re-tender of the requirement described in bid solicitation number 47419-252068/A dated 2018/09/19 with a bid closing date of 2018/11/23 at 14:00 EST; this document replaces the previous version entirely.

b) Solicitation No. 47419-252068/A was cancelled because there was no responsive bid received.

c) Changes include but not limited to the following:

- 1) Estimated number of resources required;
- 2) Incorporation of Phased Bid Compliance Process;
- 3) Statement of Work;
- 4) Bid Evaluation Criteria and Resource Assessment Criteria.

Please refer to the two Solicitations, namely 47419-252068/A and 47419-252068/B, on BuyandSell.gc.ca for details.

Question 5

We respectfully request that Canada reconsider two important aspects of the financial evaluation with respect to the scoring of the Upper Band and Lower Band.

- 1) Remove the Resource Category Upper Band Limit

It is requested that for each Resource Category, Canada remove the upper median rate of plus (+)30% and retain the minus (-)20% of the median.

- 2) Remove the Zero Score Allocation for Exceeding the Band

In Step 2- Points Allocation, it states that if "*A Bidder's proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.*"

As such, we request that Canada consider adopting the following approach:

Using the per diem rate proposed for each individual Resource Category a Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option

period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each Resource Category and will represent a range that encompasses the Median Rate to a value of minus (-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category. For example, if the Median Rate is determined to be \$500 for a Resource Category, the Lower Band Limit would be minus (-) 20% of \$500, or \$400. If a Bidder proposes a firm per diem rate that is lower than \$400, the Median Rate of \$500 will be used in the Bidder's financial evaluation for that Resource Category.

Answer 5

Canada has reviewed the request. Please refer to the RFP Amendment below for the modification in Article 4.3 – Financial Evaluation.

Question 6

Resource Category “Programmer/Software Developer, FI (SAP ABAP) Level 2

Rated Criteria RT6 requires that the SAP ABAP Certification be “obtained within the last 12 years from the original bid closing date”.

- Although curriculum has changed over the years, the earlier certifications are still relevant in that there is no “expiry” date on a certification. Level 2 and 3 Consultants typically do not get re-certified, and instead continue to exercise their skill with on-site work experience.
- Other requirements like MT1, MT2, MT3, and MT4 require this recent & relevant on-site experience

Would the Crown please remove the time restriction RT6, where the resource proposed does not need to have obtained the certification in the last 12 years?

Answer 6

Canada has reviewed the request, however the requirement remains unchanged.

Question 7

Mandatory Corporate Requirement M.1 requires “one or more corporate reference contracts that total a billed value* of \$2,500,000 or more”. Can the Crown please confirm that, for a contract to be compliant, it must individually total a minimum billed value* of \$2,500,000?

Answer 7

The corporate reference contracts provided must have a combined total billed value of \$2,500,000 (Applicable Taxes included) or more.

Question 8

As per amendment 001, how many resources will be required at contract award? As CBSA requires secret clearance, would it make sense that all resources being proposed have secret clearance at time of bid closing? In section 7.5 Security requirement, the paragraph refers to Reliability status however it is our understanding that CBSA requires resources who are involved with the system hold secret clearance, please confirm?

Answer 8

a) It is anticipated that one Resource for each of the following categories will be required at contract award:

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Application/Software Architect, FI (ERP SAP ABAP) Level 3
Application/Software Architect (SAP BASIS) Level 3
Programmer/Software Developer, FI (SAP ABAP) Level 2

b) Before award of a contract, the Bidder must hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

c) The minimum security clearance level of the 3 Resources proposed at bid closing are as follows:

Application/Software Architect, FI (ERP SAP ABAP) Level 3 – Secret
Application/Software Architect (SAP BASIS) Level 3 - Secret
Programmer/Software Developer, FI (SAP ABAP) Level 2 – Reliability Status

Question 9

With regards to the Mandatory Corporate reference, the categories referenced are often interchanged in the technical streams of TBIPS (i.e. Technical Analyst versus Systems Analyst or Technical Architect). Please confirm that a reference will be acceptable if the bidder fully demonstrates the role description in brackets (i.e. ERP Security or ERP ABAP) is supported?

Answer 9

If Bidders are presenting different job titles, Bidders must demonstrate that the resource category meets the level of experience as defined in the Government of Canada TBIPS Supply Arrangement (see below) and has performed at least 50% of the tasks identified in the Statement of Work.

Experience Levels

Level 1: < 5 years of experience
Level 2: 5- < 10 years of experience
Level 3: 10+ years of experience

RFP AMENDMENT

At Article 4.3 – Financial Evaluation:

DELETE: in its entirety.

INSERT:

4.3 Financial Evaluation

- (a) The financial evaluation will be conducted using the firm per diem rates provided by the responsive bid(s).
- (b) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (c) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (d) Financial Evaluation - Method B below).
- (c) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
- (i) **STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BAND LIMITS FOR EACH PERIOD AND EACH RESOURCE CATEGORY:** The Contracting Authority will establish, for each period and each Resource Category, the median band limits based on the firm per diem rates provided by the technically responsive bids. For each such Resource Category the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses any rate to a value of **minus (-) 10%** of the median, and an upper median rate to a value of **plus (+) 30%** of the median. When an even number of technically responsive bids have been determined, an average of the middle two rates will be used to calculate the median band limits and for an odd number of technically responsive bids, the middle rate will be used.
- (ii) **STEP 2 - POINTS ALLOCATION:** For each period and each Resource Category, points will be allocated as follows:
- (A) A Bidder's proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.
- (B) A Bidder's proposed firm per diem rate falling within the upper and lower median band limits, for that period and Resource Category, will be allocated points using the following calculation, which will be rounded to two decimal places:
- $$\frac{\text{Lowest proposed firm per diem rate within the median band limits}}{\text{Bidder's proposed firm per diem rate within the median band limits}} \times \text{Maximum Points Assigned at Table 1 below}$$
- (C) A Bidder's proposed firm per diem rate falling within the established median band limits which is the lowest proposed firm per diem rate will be allocated the applicable maximum points assigned at Table 1 below.

TABLE 1 - MAXIMUM POINTS ASSIGNED					
RESOURCE CATEGORIES	LEVEL OF EXPERTISE	INITIAL CONTRACT PERIOD (2 YEARS)	OPTION PERIOD 1 (2 YEARS)	OPTION PERIOD 2 (2 YEARS)	TOTAL POINTS
Application/Software Architect, FI (ERP SAP ABAP)	LEVEL 3	100	100	100	300
Application/Software Architect, HR (ERP SAP ABAP)	LEVEL 3	100	100	100	300
Application/Software Architect (SAP BASIS)	LEVEL 3	100	100	100	300
ERP System Analyst (SAP BASIS Database Analyst)	LEVEL 2	100	100	100	300
ERP System Analyst (SAP BI)	LEVEL 3	100	100	100	300
ERP System Analyst (SAP BI)	LEVEL 2	100	100	100	300
ERP Technical Analyst (SAP Security)	LEVEL 2	100	100	100	300
ERP Technical Analyst (SAP PO-PI)	LEVEL 3	50	50	50	150
ERP Technical Analyst (SAP PO-PI)	LEVEL 2	50	50	50	150
Programmer/Software Developer, FI (SAP ABAP)	LEVEL 2	100	100	100	300
Programmer/Software Developer, HR (SAP ABAP)	LEVEL 2	100	100	100	300
TOTAL		1,000	1,000	1,000	3,000

(iii) **STEP 3 - FINANCIAL SCORE:** Points allocated under STEP 2 for each period and Resource Category will be added together and rounded to two decimal places to produce the Financial Score. Bidders will find below an example of a financial evaluation using Method A.

(iv) **EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A**

TABLE 2 - EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A:							
Resource Category	Max. Points	Bidder 1		Bidder 2		Bidder 3	
		Year 1	Year 2	Year 1	Year 2	Year 1	Year 2

Programmer	150 (75 pts. per year)	\$400.00	\$400.00	\$420.00	\$450.00	\$450.00	\$450.00
Business Analyst	100 (50 pts. per year)	\$600.00	\$600.00	\$600.00	\$620.00	\$650.00	\$820.00
Project Manager	50 (25 pts. per year)	\$555.00	\$900.00	\$750.00	\$800.00	\$700.00	\$800.00
TOTAL	300						

STEP 1 - Establishing the lower and upper median band limits for each year and each resource category

- (Median 1) For the Programmer Resource Category, the year 1 median would be \$420.00. The lower median band limit would be \$336.00 and higher median band limit would be \$546.00.
- (Median 2) For the Programmer Resource Category, the year 2 median would be \$450.00. The lower median band limit would be \$360.00 and higher median band limit would be \$585.00.
- (Median 3) For the Business Analyst Resource Category, the year 1 median would be \$600.00. The lower median band limit would be \$480.00 and higher median band limit would be \$780.00.
- (Median 4) For the Business Analyst Resource Category, the year 2 median would be \$620.00. The lower median band limit would be \$496.00 and higher median band limit would be \$806.00.
- (Median 5) For the Project Manager Resource Category, the year 1 median would be \$700.00. The lower median band limit would be \$560.00 and higher median band limit would be \$910.00.
- (Median 6) For the Project Manager Resource Category, the year 2 median would be \$800.00. The lower median band limit would be \$640.00 and higher median band limit would be \$1,040.00.

STEP 2 - Points Allocation:

Bidder 1:

- Programmer Year 1 = 75 points (lowest rate within the lower and upper median band limits)
- Programmer Year 2 = 75 points (lowest rate within the lower and upper median band limits)
- Business Analyst Year 1 = 50 points (lowest rate within the lower and upper median band limits)
- Business Analyst Year 2 = 50 points (lowest rate within the lower and upper median band limits)

- Project Manager Year 1 = 0 points (outside the lower and higher median band limits)
- Project Manager Year 2 = 22.22 points (based on the following calculation = (Lowest rate of \$800.00 / Bidder's proposed rate of \$900.00) Multiplied by 25 pts)

Bidder 2:

- Programmer Year 1 = 71.43 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$420.00) Multiplied by 75 pts)
- Programmer Year 2 = 66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
- Business Analyst Year 1 = 50 points (lowest price within the lower and upper median band limits)
- Business Analyst Year 2 = 48.39 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$620.00) Multiplied by 50 pts)
- Project Manager Year 1 = 23.33 points (based on the following calculation = (Lowest rate of \$700.00 / Bidder's proposed rate of \$750.00) Multiplied by 25 pts)
- Project Manager Year 2 = 25 points (lowest price within the lower and upper median band limits)

Bidder 3:

- Programmer Year 1 = 66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
- Programmer Year 2 = 66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
- Business Analyst Year 1 = 46.15 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$650.00) Multiplied by 75 pts)
- Business Analyst Year 2 = 0 points (outside the lower and higher median band limits)
- Project Manager Year 1 = 25 points (lowest price within the lower and upper median band limits)
- Project Manager Year 2 = 25 points (lowest price within the lower and upper median band limits)

STEP 3 - Financial Score:

Bidder 1:	$75 + 75 + 50 + 50 + 0 + 22.22 =$ Total Financial Score of 272.22 points out of a possible 300 points
Bidder 2:	$71.43 + 67.67 + 50 + 48.39 + 23.33 + 25 =$ Total Financial Score of 284.82 points out of a possible 300 points
Bidder 3:	$66.67 + 66.67 + 46.15 + 0 + 25 + 25 =$ Total Financial Score of 229.49 points out of a possible 300 points

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

(i) **STEP 1 - POINTS ALLOCATION:** For each period and each Resource Category, points will be allocated as follows:

(A) Points will be established based on the following calculation, with points rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate}}{\text{Bidder's proposed firm per diem rate}} \times \text{Maximum Points Assigned at Table 3 below}$$

The Bidder with the lowest proposed firm per diem rate will be allocated the applicable maximum points assigned at Table 3 below.

TABLE 3 - MAXIMUM POINTS ASSIGNED					
RESOURCE CATEGORIES	LEVEL OF EXPERTISE	INITIAL CONTRACT PERIOD (2 YEARS)	OPTION PERIOD 1 (2 YEARS)	OPTION PERIOD 2 (2 YEARS)	TOTAL POINTS
Application/Software Architect, FI (ERP SAP ABAP)	LEVEL 3	100	100	100	300
Application/Software Architect, HR (ERP SAP ABAP)	LEVEL 3	100	100	100	300
Application/Software Architect (SAP BASIS)	LEVEL 3	100	100	100	300
ERP System Analyst (SAP BASIS Database Analyst)	LEVEL 2	100	100	100	300
ERP System Analyst (SAP BI)	LEVEL 3	100	100	100	300
ERP System Analyst (SAP BI)	LEVEL 2	100	100	100	300
ERP Technical Analyst (SAP Security)	LEVEL 2	100	100	100	300
ERP Technical Analyst (SAP PO-PI)	LEVEL 3	50	50	50	150
ERP Technical Analyst (SAP PO-PI)	LEVEL 2	50	50	50	150
Programmer/Software Developer, FI (SAP ABAP)	LEVEL 2	100	100	100	300
Programmer/Software Developer, HR (SAP ABAP)	LEVEL 2	100	100	100	300
TOTAL		1,000	1,000	1,000	3,000

- (ii) **STEP 2 - FINANCIAL SCORE:** Points allocated under STEP 1, for each period and each Resource Category, will be added together and rounded to two decimal places to produce the Financial Score.

(e) Substantiation of Professional Services Rates

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the National Capital Region in the relevant resource category, where those services were provided for at least three months within the eighteen months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation; and
- (iii) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

(f) Formulae in Pricing Tables

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED