



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

OR via ePost Connect

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

Title - Sujet Professional Services - TBIPS 2	
Solicitation No. - N° de l'invitation 08915-170500/B	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 20170500	Date 2019-06-13
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-618-35796	
File No. - N° de dossier 618el.08915-170500	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-07-05	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Laassouli(EL DIV.), Hicham	Buyer Id - Id de l'acheteur 618el
Telephone No. - N° de téléphone (613) 858-9817 ()	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

The Request for Proposal (RFP) Amendment 001 is raised to answer questions received from Bidders and amend the RFP accordingly.

QUESTIONS AND ANSWERS

Question: 1

As written, requirements M1 & R1 (all workstreams) are highly restrictive, excluding smaller but otherwise qualified IM/IT firms from bidding. In order to open up this competitive process to a wider range of Bidders, and align the requirements with other TBIPS RFPs for projects of similar size, we ask that the Crown consider making the following changes to M1 & R1:

- Extend to the time period for the referenced contracts to “within the last seven (7) years of the issuance date of the RFP”.
- Reduce the minimum invoiced value of each contract to \$2,000,000.00 CAD.

Answer: 1

The request has been reviewed, the bid evaluation criteria under M1 & R1 reflect DFATD's anticipated requirement and remain unchanged.

Question: 2

Under Workstream 2 - M1^{PB}: The Bidder must provide three (3) Customer Reference Contracts, with a cumulative billed value of \$15,000,000.00, within the last five (5) years prior to the issuance date of this RFP, that meet the following criteria: 3. Each of the contracts must have a minimum invoiced value of \$5,000,000.00 (Canadian, including taxes) as of the issuance date of this RFP.

We ask that the crown amend the requirement to a minimum of 3 reference contracts, with a cumulative billed value of \$15,000,000.00, within the last five (5) years prior to the issuance date of this RFP, that meet the following criteria, and removing the requirement for: Each of the contracts must have a minimum invoiced value of \$5,000,000.00 (Canadian, including taxes) as of the issuance date of this RFP, for it to read : At least one of the contracts must have a minimum invoiced value of \$5,000,000.00 (Canadian, including taxes) as of the issuance date of this RFP.

Answer: 2

The request has been reviewed, the requirement remains unchanged.

Question: 3

Page 194, Work Stream 1 - R5 states: “The Bidder should demonstrate its billed days experience in excess to the Minimum Billed Days per category under M1.” Please confirm that this should instead state: “The Bidder should demonstrate its billed days experience in excess to the Minimum Billed Days per category under M4.”

Answer: 3

Confirmed. See RFP change no. 1 below.

Question: 4

R4.4 in all Work Streams: apart from the heading “Retention of Resources” R4.4 is a direct copy of R4.3. Can the Crown please confirm that this is the intended wording for R4.4?

Answer: 4

R4.4 under all Workstreams has been amended. See RFP change no. 2 below.

Question: 5

R2 in all Work Streams states: "The Bidder should demonstrate that they hold current ISO Quality Management Certification, or have started the registration process to become certified." While ISO certification is common among product-based organizations, most IT professional services companies that are qualified TBIPS suppliers are not currently ISO certified. As ISO 9001-2015 certification (including registrar audit) is an expensive endeavor for an organization to obtain, we believe introducing this requirement is unfairly restrictive. It will cost an organization at least \$50,000.00 up front to be certified (internal costs and registrar fees) plus an additional \$15,000.00 per year for internal upkeep costs and additional registrar audits. This cost to bidders to prepare a TBIPS response is unprecedented and we believe it is unfair to small and medium enterprises.

Having an ISO certification does not necessarily provide DFATD/GAC with any benefit as organizations can choose which element(s) of their organization to certify. Some companies certify only small elements of their companies, such as financial department processes, contracting processes, or a specific department within an organization. Therefore simply requiring that a company be ISO certified will not ensure that the organization will provide value to DFATD/GAC. Bidders are already providing detailed responses in R4.1-4 outlining Bidder quality processes as they relate to resource management including; selection, screening and retention of IT professional consultants.

Furthermore, the ISO certification as a TBIPS corporate requirement has no material or perceived benefit to DFATD/GAC in the resulting contract. ISO is a corporate certification for quality management, since this is a TBIPS solicitation (and not SBIPS) the resulting contract awarded to a successful bidder will not require the bidder to manage any of the quality practices of the consultant resources deployed onsite at DFATD/GAC offices. This type of certification is not aligned to the purpose of the TBIPS method of supply.

As such, we respectfully request that R2 be removed from all Work Streams in the RFP.

Answer: 5

The request has been reviewed, the requirement remains unchanged.

Question: 6

Bidders who are qualified to provide a response to all five (5) workstreams must gather and complete detailed information to the level of quality expected by DFATD/GAC which will take more than 15 business days (as Bidders are not expecting to work over the weekends). In order to ensure that the Crown receives a competitive response to this solicitation and encourage a fair and open bid process, we respectfully request a 2 week extension to the current closing date of the subject RFP.

Answer: 6

The closing date has been extended to July 05, 2019. See RFP change no.3 below.

Question: 7

Regarding the above subject, please can the Crown provide a Word Version of this RFP?

Answer: 7

As stated in the Notice of Proposed Procurement (NPP) for this Requirement, this solicitation document is available in PDF format only.

RFP AMENDMENT

1. At Attachment 2: Bid Evaluation Criteria - Workstream 1

DELETE: R5 under Corporate Rated Evaluation Criteria

INSERT:

Point Rated Criteria		Bidders Response																																																								
R5	The Bidder should demonstrate its billed days experience in excess to the Minimum Billed Days per category under M4. M4.	/100	<p>The bidder's demonstrated "Total Billed Days" provided in response to M1 will be used to evaluate this criterion.</p> <p>The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side.</p> <p>In this example, the bidder would score 41.33 out of a possible 100 points.</p>																																																							
	<table><tr><th colspan="5">EXAMPLE EVALUATION SCENARIO</th></tr><tr><th colspan="5">BILLED DAYS</th></tr><tr><th></th><th>(A)</th><th>(B)</th><th>(C)</th><th>(D)</th></tr><tr><th>Category</th><th>Bidder Total</th><th>Min. Billed days identified under SM1</th><th>Billed days in excess of SM1</th><th>Bidder % increase to a maximum of 100</th></tr><tr><td></td><td></td><td></td><td>(C) = (A) – (B)</td><td>(D) = (C) / (B) *100</td></tr><tr><td>Application/Software Architect</td><td>1,200</td><td>1000</td><td>200</td><td>20.00</td></tr><tr><td>Programmer/Software Developer</td><td>3,100</td><td>3000</td><td>100</td><td>3.33</td></tr><tr><td>Programmer / Analyst</td><td>3,500</td><td>3000</td><td>500</td><td>16.67</td></tr><tr><td>Data Covernion Specialist</td><td>1,500</td><td>900</td><td>600</td><td>66.67</td></tr><tr><td>Quality Assurance Specialist / Analyst</td><td>2,000</td><td>1000</td><td>1,000</td><td>100.00</td></tr><tr><td colspan="4">BIDDER SCORE = SUM OF (D) FOR ALL CATEGORIES / 5 (which will be rounded to two decimal places)</td><td>41.33</td></tr></table>			EXAMPLE EVALUATION SCENARIO					BILLED DAYS						(A)	(B)	(C)	(D)	Category	Bidder Total	Min. Billed days identified under SM1	Billed days in excess of SM1	Bidder % increase to a maximum of 100				(C) = (A) – (B)	(D) = (C) / (B) *100	Application/Software Architect	1,200	1000	200	20.00	Programmer/Software Developer	3,100	3000	100	3.33	Programmer / Analyst	3,500	3000	500	16.67	Data Covernion Specialist	1,500	900	600	66.67	Quality Assurance Specialist / Analyst	2,000	1000	1,000	100.00	BIDDER SCORE = SUM OF (D) FOR ALL CATEGORIES / 5 (which will be rounded to two decimal places)				41.33
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2. At Attachment 2: Bid Evaluation Criteria – All Workstreams

DELETE: R4.4 a) under Corporate Rated Evaluation Criteria**INSERT:**

		Bidders Response	
Max pts.	Eval. Criteria	Demonstrated Experience (Bidders to insert data)	
R4.4	Retention of resources		
	<p>a) The Bidder's response will be evaluated based on the extent to which the description of the proposed approach and process should result in the provision of contract resources that are competent and knowledgeable of the client's IT environment and the support tools they utilize as demonstrated through the following elements:</p> <ul style="list-style-type: none"> i. Identifies and describes the risks associated with training and ongoing development of resources retention of resources; ii. Demonstrates that all aspects of the risks were understood and were addressed with a risk mitigation strategy; iii. Provides a detailed description of the processes supporting the mitigation strategy; iv. Demonstrates that process has been implemented within the organizations as standard operating procedure; and v. Demonstrates a flexible approach that is able to address difficult or unexpected situations. 	30	<p>A maximum of 30 points will be awarded:</p> <ul style="list-style-type: none"> • 30 points – Addresses 5 elements (i. to v.); • 20 points – Addresses 4 elements (i. to v.); • 10 points – Addresses 3 elements (i. to v.); or • 0 points – Less than 3 elements addressed (i. to v.).

3. At Page 1 of the Solicitation

DELETE:

Solicitation Closes

at 02:00 PM on 2019-07-02

Eastern Daylight Saving Time EDT

INSERT:

Solicitation Closes

at 02:00 PM on **2019-07-05**

Eastern Daylight Saving Time EDT

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.