



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. 002
Client Reference No. - N° de référence du client 20170500	Date 2019-06-18
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 002 is raised to answer questions received from Bidders and amend the RFP accordingly.

QUESTIONS AND ANSWERS

Question: 8

Could you please confirm if our company name appears under your TBIPS search?

Answer: 8

It is the Bidder's responsibility to verify whether it qualifies as a TBIPS SA Holder for Tier 2, in all the resource categories of a given Workstream, and in the National Capital Region under the EN578-170432 series of SAs in the subject bid solicitation.

Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2, in all resource categories of a given Workstream and in the National Capital Region under the EN578-170432 series of SAs are eligible to compete. For example: a Bidder is not eligible to bid on Workstream 1 if it qualifies only on Workstream 2. Please contact RCNMDAI.-NCRIMOS@pwgsc.gc.ca to confirm if your firm is eligible to compete.

Question: 9

Appendix B to Attachment 2 – Billed Days Response Template – for all workstreams

- a. Based on our understanding, this form is to be used in response to M4. The form asks "All resources provided must have completed at least 50% of the associated tasks listed in Annex A – Statement of Work for the same resource category" Nowhere in the M4 requirement or anywhere within this form does it refer to the identification of "resources". Can the Crown please confirm that we are mapping at the role level not at the resource level?
- b. Given we have to demonstrate 50% of the resource category SOW requirements are met, can the Crown further confirm that we can map "similar" roles to meet the billable days i.e. Testers could be mapped to meet QA Specialist/Analysts?

Answer: 9

- a. Confirmed.
- b. Confirmed for both Evaluation Criteria and Resource Assessment Criteria.

Question: 10

M4 for all workstreams states "Billed days cannot be referenced for more than one resource category". Does the Crown simply mean that if we identify 500 billed days under the category Programmer/Analyst on contract A that we can't use those same 500 days to meet the Programmer/Software Developer? If this is not what the Crown is alluding to than can you please explain further what is meant by this?

Answer: 10

The Crown confirms that referenced Bidders cannot use the same identified billed days for more than one resource category (i.e. 500 billed days under the category Programmer/Analyst cannot be used to meet the Programmer/Software Developer billed days requirement).

Question: 11

Regarding Workstreams 1-5; R4.1-R4.4; sub-requirement b) – The Crown is asking for Bidder's to demonstrate the approach they have successfully used to support another client. The Crown is currently not asking for any information to validate the experience the Bidder is referencing. We highly recommend the Crown ask for signed client reference letter to qualify that the Bidder has actually applied the referenced approach with a client. To align with the other corporate requirements (i.e. M1 and R1), will

the Crown please ask that all Bidders must provide a signed letter from the client to verify that these services were actually provided?

Answer: 11

R4.1 and R4.4 are amended to add a client reference. See RFP change no.4 below.

Question: 12

Regarding Workstreams 1-5; M4 & R5 – The requirement is asking for Bidders to demonstrate billed days in specific resource categories, including 50% of the associated tasks listed in Annex A – Statement of Work for the same resource category. Clients very often use different labour categories for procuring resources to perform the same services. Would the Crown please accept same or similar resource categories in each workstream and to ensure the services provided match the statement of work in this solicitation, must demonstrate that the services provided in that category matched 70 % of the tasks.

Answer: 12

The Crown accepts demonstrated experience for M4 and R5 (all Workstreams) for the same resource category or similar resource category at 50% of the associated tasks listed in Annex A – Statement of Work. See RFP change no. 4 below.

Question: 13

Regarding R2 for all workstreams – The Crown is allocating points to Bidders who either hold a valid 9001:2015 ISO Certification or proof that the Bidder has initiated to become ISO certified. For a company to become ISO certified is an extremely high level of effort that can often take years to achieve. Then once the company has become certified, to maintain the certification includes being audited by an external certified auditor 2-3 times per year. These audits are extensive and ensure the company is adhering to its established quality standards on a consistent basis. By allocating points to Bidders who have initiated an ISO Certification does not mean the Bidder will actually achieve and pass their certification. Yet the Crown is allocating the same points to Bidders who may never receive their certification to Bidders who have proven their service quality and not only obtained their certification, but maintained it.

Therefore, would the Crown please remove allowing Bidders who have started the registration process to become certified from the requirement?

Answer: 13

The Crown confirms that Bidders must have started the registration process to become certified prior to publication date of this RFP - June 10th 2019. See RFP change no. 6 below.

Question: 14

Regarding M4 and R5 for all workstreams – It is common practice for all TBIPS Tier 2 RFP's when asking to demonstrate billed days in labour categories that the contracts referenced must include the name, phone number and email address of a client representative who can verify the information provided. The Crown is currently not asking for any client reference. Would the Crown please add that for each contract referenced, the Bidder must provide the name, phone number and email address of a client reference?

Answer: 14

The Crown confirms that for each referenced contract, the Bidder must provide the name, phone number and email of address of a client reference. See RFP change no.5 below.

RFP AMENDMENT

4. At Attachment 2: Corporate Rated Evaluation Criteria – **R4.1** and **R4.4** All Workstreams

ADD: “The Bidder should provide a letter from its client (referencing a contract serial number or other unique identifier) that confirms the services provided by the Bidder.”

5. At APPENDIX B TO ATTACHMENT 2 - BILLED DAYS RESPONSE TEMPLATE

DELETE: Template

INSERT:

APPENDIX B TO ATTACHMENT 2 BILLED DAYS RESPONSE TEMPLATE

To meet Criterion 6) under M4, the Bidder must demonstrate contract experience in supplying all of the resource categories, for the required Minimum Billed Days per category, within the past 5 years prior to the issuance date of this RFP. All resources provided must have completed at least 50% of the associated tasks listed in Annex A – Statement of Work for the same resource category **or similar resource category**

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

SECTION 1

Category of Personnel and Level	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)	Task from Annex A - SOW	Task performed under the contract, including substantiation

SECTION 2 (replicate this section as required)	
Client Organization Name	
Contract Reference	
Client Contact Name	
E-mail or phone number	

6. At Attachment 2: Corporate Rated Evaluation Criteria - All Workstreams

DELETE: R2**INSERT:**

R2	The Bidder should demonstrate that they hold current ISO Quality Management Certification, or have started the registration process to become certified prior to publication date of this RFP - June 10th 2019. Proof of certification or registration to become certified must be provided with the bid. The Crown will only accept a letter from a registered external ISO Auditor as proof of a Bidders ISO registration process.	/25	ISO 9001:2015 Certification or registration to become certified = 25 points For a maximum of 25 points	
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.