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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. 005
Client Reference No. - N° de référence du client 20170500	Date 2019-06-25
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
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Instructions: See Herein

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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 005 is raised to answer questions received from Bidders and amend the RFP accordingly.

QUESTIONS AND ANSWERS

Question: 33

Part 5.1(b) in "Certifications and Additional Information," states that By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be:

Unilingual English - fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

Unilingual French - fluent in French. The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors.

Bilingual - fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors."

Please confirm that the language requirement for resources will be one of the above, by TA.

Answer: 33

The Crown confirms that language requirements will be identified at the time of TA and will include one or more of the language requirements depending on the complexity and number of resources required.

Question: 34

There are several places where the date restrictions in the Resource Assessment Criteria and Response Tables would prevent resources from scoring at the top of the scale. Please provide adjusted language or scales for the following:

Stream 1:

A.1 - Application/Software Architect (Siebel Specialty) R7: Demands that experience come from within the last 10 years, but the top of the scoring scale is 11 years and more.

A.1 - Application/Software Architect (.Net Specialty) R6: Demands that experience come from within the last 10 years, but the top of the scale is 11 years and more.

Stream 4:

A.11 - Tester:

For R1, R2, R3- Demands that experience come from within the last 11 years, but the top of the scale is 11 years and more.

R4- Demands that experience come from within the last 5 years, but the top of the scale is 5 years and more.

B.14 - Technical Writer:

R4: Demands that experience come from within the last 15 years, but the top of the scale is 16 years and more

P.1 - Change Management Consultant:

R5: Demands that experience come from within the last 15 years, but the top of the scale is 16 years and more.

P.9 - Project Manager:

R8: Demands that experience come from within the last 15 years, but the top of the scale is 16 years and more.

Answer: 34

See RFP change no.11 below.

Question: 35

For the resourcing grids on Stream 4, in the Tester category, there is an error in M5; please confirm that the requirement should read "The Contractor must demonstrate, using project descriptions, that the proposed resource has the required years of experience coding AND executing automation tests using *Rational Functional Tester within the past fifteen (15) years in accordance with the TBIPS Supply Arrangement Experience levels listed below:

Answer: 35

The sentence should read "... within the past fifteen (15) years ...". See RFP change no. 9 below.

Question: 36

On page 213 of the RFP, Stream 4 is identified as "Technical Services"; however, elsewhere it is called "Business Services." Please confirm that this stream is the Business Services stream.

Answer: 36

Refer to Answer 32 under RFP Amendment 004.

Question: 37

Under Corporate Mandatory Evaluation Criteria, For M4 and R5, for all streams, the number of billable days required to pass mandatory and then score competitively would be extremely difficult for bidders to provide within the restrictions regarding resource level and maximum # of contracts, particularly given that the pairing of categories in particular streams is very unique/particular to this solicitation and unlikely to mirror that of other large bids that bidders would be able to use as corporate references.

- a. With this in mind, for M4 and R5 for all streams, we respectfully request that the Crown allow bidders to use up to 8 contracts and extend the date cutoff from five to seven years.
- b. Also, given that this solicitation is intended to result in resource staffing at all levels (1, 2, and 3), we respectfully request that billable days from both level 2 and level 3 resources be accepted for M4 and R5 (all streams).

Answer: 37

The request has been reviewed, the requirement remains unchanged.

Question: 38

In the Statement of Work for Stream 1, for both the ASA and the PSD, the task list is prefaced with "Supporting and enhancing Siebel application systems by . . ." Given that bidders are required to use these task lists to demonstrate billable days in particular resource categories for M4 and R5, this preface would severely limit competition in a way that favors GAC's incumbents. We respectfully ask that this phrasing be removed, or that the Crown accept matching against a standard TBIPS SOW for M4 and R5.

Answer: 38

The request has been reviewed, the requirement remains unchanged.

Question: 39

In the Statement of Work for Stream 1, for the DCS, the task list makes multiple references to GAC's in-house IT (e.g., the EICS II application). Given that bidders are required to use these task lists to demonstrate billable days in particular resource categories for M4 and R5, these references would severely limit competition in a way that favors GAC's incumbents. We respectfully ask that references to specific systems be removed, or that the Crown accept matching against a standard TBIPS SOW for M4 and R5.

Answer: 39

The request has been reviewed, the requirement remains unchanged.

Question: 40

Given the complexity and difficulty of the requirements and in order to ensure that bidders have adequate time to prepare a quality response, we respectfully ask that the Crown offer an additional extension to July 16.

Answer: 40

Refer to Answer 6 under RFP Amendment 001.

Question: 41

Please refer to ATTACHMENT 2 BID EVALUATION CRITERIA, Workstream 2 - Application Services, (p.196). M4, point 4) requires that "The billed days must have been provided under a maximum of four (4) contracts". Please clarify whether this requirement is to be demonstrated in four (4) contracts per category or four contracts in total?

Answer: 41

The Crown confirms that the requirement is to be demonstrated per category. Refer to RFP change no. 12 below.

Question: 42

Regarding M4 and R5 requirements for all Workstreams, would Canada consider resource categories, procured through the TBIPS contracting vehicle to be 50% aligned with the SOW tasks of this requirement AND that they would not require to be substantiated?

Answer: 42

The Crown confirms that all resource category reference and mapping to the SOW must be substantiated.

Question: 43

Regarding M4 and R5 requirements for all Workstreams, would Canada consider providing a standardized template to provide contract details which are not provided in Appendix B to Attachment 2?

Answer: 43

See Answer 14 under RFP Amendment 2.

Question: 44

Workstream 1, M4, 6) states "The worked billed for any given resource category must include 50% of the associated tasks listed in Annex A -statement of work..." The Statement of Work on page 55/56 of 245 defines the Data Conversion Specialist tasks often specific to "...EICS and EXCOL..."; both of which are GAC systems. This requirement favours incumbents and does not support days billed in same or similar systems.

Would the Crown consider amending any mention of "EICS" or "EXCOL" to "enterprise application"?

Answer: 44

All references to either EXCOL or EICS have been replaced with "Enterprise applications". Refer to RFP change no. 10 below.

Question: 45

Please refer to ATTACHMENT 2 BID EVALUATION CRITERIA, Workstream 2 - Application Services, (p.196).

The Minimum Billed Days required for M4 are inconsistent throughout the listed categories within Work Stream 2;

The estimated number of resources required for Application/Software Architect, Database Administrator, Technical Architect and Technical Writer categories is three (3) resources per category; however, the "Minimum Billed Days" requirement is 1500, 750, 500 and 250.

The estimated number of resources required for System Analyst and Network Analyst categories is six (6) resources per category; however, the "Minimum Billed Days" requirement is 2000 and 500.

The estimated number of resources required for Technology Architect category is twelve (12) and the "Minimum Billed Days" requirement is 2000.

WORKSTREAM 2: INFRASTRUCTURE/DBA SERVICES

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED	Minimum Billed Days
Application / Software Architect	1,2,3	3	1500
System Analyst	1,2,3	6	2000
Database Administrator	1,2,3	3	750
Network Analyst	1,2,3	6	500
Technical Architect	1,2,3	3	500
Technology Architect	1,2,3	12	1000
Technical Writer	1,2,3	3	250

In order to make the Minimum Billed days more consistent, equal and in line with the Estimated Number of Resources required per category, would the Crown please consider the following changes for the Minimum Billable Days in M4 for Work Stream 2?

WORKSTREAM 2: INFRASTRUCTURE/DBA SERVICES

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED	Minimum Billed Days
Application / Software Architect	1,2,3	3	250
System Analyst	1,2,3	6	500
Database Administrator	1,2,3	3	250
Network Analyst	1,2,3	6	500
Technical Architect	1,2,3	3	250
Technology Architect	1,2,3	12	1000

Technical Writer

1,2,3

3

250

Answer: 45

The Crown confirms that the number of resources are estimates that reflect DFATD's requirement. Refer to section 2.7 Volumetric Data of the RFP. The requirement remains unchanged.

Question: 46

In Reference to Attachment 2 Stream 4 M4PB, page 214 of 245 - Given the large amount of billable days required in M4 as well as to score well in R4, would the Crown please consider increasing the number of contracts bidders are able to use to a total of 8 contracts? Increasing the number of contracts will enable more qualified Bidders to respond to this solicitation.

Answer: 46

The request has been reviewed, the requirement remains unchanged.

Question: 47

In requirement M4 item 6) it states "the work for any given resource category must include 50% of the associated tasks listed in Annex A – Statement of Work for the same resource category." Please confirm that if bidders are using a TBIPS contract where they provided resources in the exact same TBIPS resource category as the Crown is requesting in this bid solicitation to demonstrate billable days in a resource category, the bidder does not need to map tasks to the SOW as these resources have already demonstrated alignment to the role. This will save the evaluators time, as it is for this purpose that the TBIPS resource catalogue was created (to create a standard category definition/base SOW).

Answer: 47

The Crown confirms The work billed for any given resource category must include at least 50% of the associated tasks listed in Annex A – Statement of Work for the same resource category and level.

Question: 48

Would the Crown consider an extension to July 12, 2019 to provide us with enough time to put forward a high quality proposal?

Answer: 48

Refer to Answer 6 under RFP Amendment 001.

Question: 49

In Work Stream 1 - Applications Development Services, the crown is asking for Data Conversion Specialist billed days. There are currently 18 tasks with the SOW for this category of which 10 tasks are DFATD specific (ie EICS II system). In order to substantiate 50% of the tasks you would have to have a DFATD contract. We recommend this SOW be modified so that is it not so DFATD specific.

Answer: 49

Refer to Answer 44 above.

Question: 50

For Work Stream 3 - Testing Services, the crown is asking for 19000 billed days of testing services in order to score maximum points. These billed days, must be within the last 5 years and within a maximum of 4 contracts. We find these numbers to be extremely high. This would mean that you would have to have 17 testers working full time for 5 years to score maximum points.

We recommend that the number of days required be reduced to the following
M4 Minimum Billed Days: Test Coordinator – 1250 and Tester 3500
Rated 5 to obtain maximum points Test Coordinator – 2500 and Tester 7000

Answer: 50

The request has been reviewed, the requirement remains unchanged.

Question: 51

For all streams, M4 & R5 - limiting the # of contracts to 4 (of which 2 must have a SRCL at the level of secret) and/or the time frame of within the last 5 years is extremely limiting, would the crown consider changing the requirement to either a maximum of 6 contracts (of which 2 - secret) or amend the time frame to within the last 7 years of RFP publication.

Answer: 51

The request has been reviewed, the requirement remains unchanged.

Question: 52

For all streams Appendix B to Attachment 2 - billable days template - would the crown accept if the last 2 columns Tasks from Annex A - Sow and Tasks performed under the contract were formatted / moved to under the billable table with the appropriate identifier to ensure ease of evaluation. The current format will create a lot of white space and a difficult to read /evaluate table.

Answer: 52

Yes, it is allowed.

RFP AMENDMENT

9. At APPENDIX C TO ANNEX A- RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE - A.11 - Tester under Workstream 4

DELETE: M5

INSERT:

M5	<p>The Contractor must demonstrate, using project descriptions, that the proposed resource has the required years of experience coding AND executing automation tests using *Rational Functional Tester within the past ten fifteen (15) years in accordance with the TBIPS Supply Arrangement Experience levels listed below:</p> <p>Level 1: < 5 years of experience</p> <p>Level 2: 5- < 10 years of experience</p> <p>Level 3: 10+ years of experience..</p> <p>*Version of Rational Functional Tester must be provided.</p>		
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10. At ANNEX A - STATEMENT OF WORK - 5.4.1 Workstream 1: Application Development Services

DELETE: 5.4.1.4 I.1 –Data Conversion Specialist

INSERT:

5.4.1.4 I.1 –*Data Conversion Specialist*

Tasks include, but are not limited to the following:

- Documenting, implementing and maintaining the Logical Data Model (LDM) and physical Siebel databases for ~~the EICS-II~~ **an enterprise** application
- Working in collaboration with the design and development team,
- Maintaining and updating the LDM and physical Siebel databases for ~~the EICS-II~~ **an enterprise** system, as required including impacts from change requests and TFS bugs/issues;
- Maintaining and updating the code tables for ~~the EICS-II~~ **an enterprise** system, as required including impacts from change requests and TFS bugs/issues;
- Designing, planning, developing and executing the data migration activities and processes required to migrate the DFATD systems into the new ~~EICS-II~~ **enterprise** system
- Maintaining and/or finalizing documentation such as data migration process inventory, ~~EICS & EXCOL~~ database tables & columns not being migrated, data migration requirements document, go-live migration steps, Siebel deployment steps and various other complex mappings documents
- Completing the design, documenting, development and implementation of a fully optimized data migration process using Siebel's EIM, SQL scripts and SSIS packages
- Identifying ~~EICS & EXCOL~~ data quality issues and providing data cleansing recommendations to business for resolution and/or action

- Providing data analysis services and SQL script support to various project team members such as the Business team, Design team, Developers, Testers and Business Intelligence team
- For ~~EICS-II~~ project change requests (CRs):
 - Providing estimations on impact and level of efforts as it relates to data migration activities
 - Implementing approved change requests impacting data migration
- Analyzing and resolving data migration defects reported in TFS
- Participating in the ~~EICS-II~~ dry-run planning and execution
- Performing data migration activities in the deployment of Siebel releases to the various environments (SYSTEST, STAGING etc.)
- Performing DBA activities/tasks in support of ~~EICS-II~~ project deployments and environments
- Performing pre & post data migration validation/verification including audit reports with each release, up to and including Go-Live
- Executing Pre-Go live data migrations activities two weeks prior to Go-live
- Executing Go-live data migration activities on Go-live weekend
- Providing post-migration support activities:
 - Ensuring that the EICS & EXCOL enterprise application databases remain accessible in case DFATD data is required for a fix in EICS-II
 - Addressing non-critical exceptions encountered during migration
 - Addressing any data issues that may arise as users start using the new ~~EICS-II~~ enterprise system
 - Coordinating data cleansing in the new ~~EICS-II~~ enterprise system

11. At APPENDIX C TO ANNEX A- RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

DELETE: R7 under A.1 - Application/Software Architect (Siebel Specialty) – Workstream 1

INSERT:

R7	<p>The Contractor should demonstrate, using project descriptions that the proposed resource has a minimum of five (5) years experience within the past ten (10) years in participating or leading consultation sessions with Departmental stakeholders to gather business, technical or functional requirements that are required to design business or application solutions.</p> <p><i>*A stakeholder is defined as an individual, group, or organization that may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project, program, or portfolio.</i></p>		/25	<p>Less than 5 years =0 points</p> <p>5 to less than 6 years = 5 points</p> <p>6 to less than 7 years = 10 points</p> <p>7 to less than 8 years = 15 points</p> <p>8 to less than 9 years = 20</p> <p>9 to 10 years = 25 points</p>	
Pass Mark = 85 out of 115			/115		

DELETE: R6 under A.1 - Application/Software Architect (.Net Specialty) – Workstream 1

INSERT:

R6	<p>The Contractor should demonstrate using project descriptions that the proposed resource has a minimum of five (5) years of experience within the past ten (10) years in participating or leading consultation sessions with Departmental stakeholders to gather business, technical or functional requirements that are required to design business or application solutions</p> <p><i>*A stakeholder is defined as an individual, group, or organization that may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project, program, or portfolio.</i></p>		/25	<p>Less than 5 years =0 points</p> <p>5 to less than 6 years = 5 points</p> <p>6 to less than 7 years = 10 points</p> <p>7 to less than 8 years = 15 points</p> <p>8 to less than 9 years = 20</p> <p>9 to 10 years = 25 points</p>	
Pass Mark = 70 out of 95			/95		

DELETE: R1 and R2 under A.11 - Tester – Workstream 4

INSERT:

R1	<p>The Contractor should demonstrate, using project descriptions, that the proposed resource has at least five (5) years of documented experience writing test cases and developing test scripts and test packages for systems and applications, within the last eleven (11) years.</p>		/20	<p>Less than 5 years = 0 points</p> <p>5 to less than 7 years = 5 points</p> <p>7 to less than 9 years = 10 points</p> <p>9 to less than 11 years = 15 points</p> <p>11 years and more = 20 points</p>	
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R2	<p>The Contractor should demonstrate, using project descriptions, that the proposed resource has at least three (3) years of experience within the past eleven (11) years as a Tester utilizing Rational Functional Tester.</p> <p>**Version of Rational Functional Tester must be provided.</p>		/25	<p>Less than 3 years = 0 points</p> <p>3 to less than 5 years = 5 points</p> <p>5 to less than 7 years = 10 points</p> <p>7 to less than 9 years = 15 points</p> <p>9 to less than 11 years = 20 points</p> <p>11 years and more = 25 points</p>
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DELETE: R4 under B.14 - Technical Writer – Workstream 4

INSERT:

R4	<p>The Contractor should demonstrate, using project descriptions, that the proposed resource has a minimum of ten(10) years of recent experience (within the past 15 years) acting in the role of a Technical Writer tasked with determining documentation requirements for application development projects.</p>		/20	<p>Less than 10 years = 0 points</p> <p>10 to less than 12 years = 5 points</p> <p>12 to less than 13 years = 10 points</p> <p>13 to less than 14 years = 15 points</p> <p>14 to 15 years = 20 points</p>
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DELETE: R5 under P.1 - Change Management Consultant – Workstream 4**INSERT:**

R5	The Contractor should demonstrate, using project descriptions that the proposed resource has at least five (5) years of experience within the past ten (10) years managing change management activities for IT projects within an environment with at least three different types of user groups (e.g. departmental, non-government, individual citizens, other government departments, agencies)		/25	Less than 5 years =0 points 5 to less than 6 years = 5 points 6 to less than 7 years = 10 points 7 to less than 8 years = 15 points 8 to less than 9 years = 20 9 to 10 years = 25 points
Pass Mark = 110 out of 145			/145	

DELETE: R8 under P.9 - Project Manager – Workstream 4**INSERT:**

R8	The Contractor should demonstrate, using project descriptions, that the proposed resource has a minimum of ten (10) years within the last fifteen (15) years of combined demonstrated experience in performing all of the following tasks as part of projects: <ul style="list-style-type: none"> Planning scope, timeline, cost, human resources, risks, communication overall, and procurement Business Process Re-engineering 		/20	Less than 10 years = 0 points 10 to less than 12 years = 5 points 12 to less than 13 years = 10 points 13 to less than 14 years = 15 points 14 to 15 years = 20 points
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12. At ATTACHMENT 2 BID EVALUATION CRITERIA - Workstream 2

DELETE: M4**INSERT:**

M4^{PB}	<p>The Bidder must demonstrate the Minimum Billed Days for ALL Resource Categories Identified below:</p> <p>To be accepted:</p> <ol style="list-style-type: none"> 1) The billed days must have been for the delivery of Informatics Professional Services; 2) At least two (2) of the contracts provided must have been for resources at the level of SECRET, or higher. 3) The billed days must have occurred within the past five (5) years prior to the issuance date of this RFP. 4) The billed days must have been provided under a maximum of four (4) contracts per category; 5) The reference contract must have been contracted directly with the Bidder and not with the Bidder's subcontractor or affiliate. 6) The work billed for any given resource category must include at least 50% of the associated tasks listed in Annex A – Statement of Work for the same resource category; and, <p>The Bidder must provide a completed Billed Days Response Template for each Resource Category using Appendix B to Attachment 2.</p> <table border="1" data-bbox="332 1197 1079 1501"> <thead> <tr> <th>Category of Personnel</th><th>Level</th><th>Minimum Billed Days</th></tr> </thead> <tbody> <tr> <td>Application/Software Architect</td><td>3</td><td>1500</td></tr> <tr> <td>System Analyst</td><td>3</td><td>2000</td></tr> <tr> <td>Database Administrator</td><td>3</td><td>750</td></tr> <tr> <td>Network Analyst</td><td>3</td><td>500</td></tr> <tr> <td>Technical Architect</td><td>3</td><td>500</td></tr> <tr> <td>Technology Architect</td><td>3</td><td>1000</td></tr> <tr> <td>Technical Writer</td><td>3</td><td>250</td></tr> </tbody> </table> <p>* Billed days cannot be referenced for more than one resource category. 1 Billed day = 7.5 hours.</p>	Category of Personnel	Level	Minimum Billed Days	Application/Software Architect	3	1500	System Analyst	3	2000	Database Administrator	3	750	Network Analyst	3	500	Technical Architect	3	500	Technology Architect	3	1000	Technical Writer	3	250	
Category of Personnel	Level	Minimum Billed Days																								
Application/Software Architect	3	1500																								
System Analyst	3	2000																								
Database Administrator	3	750																								
Network Analyst	3	500																								
Technical Architect	3	500																								
Technology Architect	3	1000																								
Technical Writer	3	250																								

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.