



**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

<b>Title - Sujet</b> Professional Services - TBIPS 2	
<b>Solicitation No. - N° de l'invitation</b> 08915-170500/B	<b>Amendment No. - N° modif.</b> 008
<b>Client Reference No. - N° de référence du client</b> 20170500	<b>Date</b> 2019-07-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-618-35796	
<b>File No. - N° de dossier</b> 634el.08915-170500	<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 2019-07-19</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Durigan, Angela	<b>Buyer Id - Id de l'acheteur</b> 634el
<b>Telephone No. - N° de téléphone</b> (613) 859-0753 ( )	<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 Request for Proposal (RFP) Amendment 008 is raised to answer questions received from Bidders and amend the RFP accordingly.**

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## **QUESTIONS AND ANSWERS**

**Question: 64**

We noticed that this RFP requires Controlled Goods and we would to request access/sponsorship to the controlled goods program.

**Answer: 64**

Sponsorship is not required. Bidders must register in the Controlled Goods Program. Information can be found at the following link: <https://www.tpsgc-pwgsc.gc.ca/pmc-cgp/enregistrement-register/pmcinscrire-cgprester-eng.html#s3>

**Question: 65**

Regarding M1 and M4 for all Workstreams.

M1 bullet #2 states "At least (2) of the contracts was for providing Informatics Professional Services"

M4 bullet #1 states "The billed days must have been for the delivery of Informatics Professional Services"

Please confirm that contracts regarding Informatics Professional Services are not limited to those under the TBIPS and SBIPS Supply Arrangements, but can also include other contracts where a supplier has delivered the categories of IM/IT resources as described in this solicitation.

**Answer: 65**

Confirmed.

**Question: 66**

R4.4: Retention of Resources – In Amendment 1, RFP Revision 2, Canada revised requirement R4.4 item a) sub-item i) to address the retention of resources, but did not revise item a) to also reflect this. Please confirm that requirement R4.4 item a) should read "The Bidder's response will be evaluated based on the extent to which the proposed approach and process should result in the retention of contract resources provided to DFATD, as demonstrated through the following elements:..."

**Answer: 66**

R4.4 under all Workstreams has been amended. See RFP change no. 15 below.

**Question: 67**

All Streams, R5:- In Amendment 1, RFP Revision 1, Canada revised requirement Workstream 1

Requirement R5 criteria to refer back to M4 instead of M1. The other streams correctly referred back to M4, however ALL streams still link R5 to M1 in the Example Evaluation Scenario and Evaluation Criteria columns.

Please confirm that in all streams the Example Evaluation Scenario should replace "SM1" with "M4", and the Evaluation Criteria for Requirement R5 should read "The bidder's demonstrated "Total Billed Days" provided in response to M4 will be used to evaluate this criterion."

Please see example below for clarification.

**Answer: 67**

Confirmed. See RFP change no. 16 below.

**Question: 68**

We would like to request a 2 week extension until July 19th, on the following basis:

Due to amendments for client forms for R4.1 and R4.4 and

Due to outstanding questions that have not been answered

**Answer: 68**

The solicitation closing date has been extended to July 19th, 2019. Please see solicitation amendment 007.

**Question: 69**

Concerning R4 (all streams): Please confirm that bidders are not required to cite contracts in M1 to be awarded full points under R4.

**Answer: 69**

Refer to Answer 30.

**Question: 70**

Concerning R4. (all streams): Please confirm that the verbiage under .iv referring to process implementation "within the organizations as standard operating procedure" refers to the bidder's organization(s) rather than to the clients being cited under M1.

**Answer: 70**

Confirmed.

**Question: 71**

Amendment 002 requires client letters to confirm the services described in R4.1 and R4.4 for all workstreams. Detailed responses to R4.1 and R4.4, which each contain five elements that need to be addressed, will be extremely lengthy and cumbersome, and not easy to summarize in the form of a letter that can be efficiently assessed and signed-off on by the client. Can DFATD provide guidance on the exact content required in the letters in order to be accepted by DFATD?

**Answer: 71**

Bidders Client Reference Letters should confirm that all elements described in R4.1 – R4.4 for all workstreams were performed.

**Question: 72**

REFERENCE 1: RFP, Amendment 002, Item 5. Appendix B to Attachment 2 – Billed Days Response Template (originally page 232 in the RFP) – last two (2) columns "Tasks from Annex A – SOW" and "Task Performed under the contract, including substantiation."

Question 1: For ease of evaluation, please confirm that a Bidder can reference an Annex in their technical bid to show the SOW tasks and associated equivalency substantiation.

**Answer: 72**

Confirmed.

**Question: 73**

REFERENCE 2: RFP, Part 3, Bid Preparation, Section 3.1 (a) Epost Submission AND Part 1, Section 1.2, Item (b), Page 5 of 245: "...In the event that a Bidder wants to bid on more than one Workstream, a separate technical bid should be submitted for each Workstream if the Bidder chooses to submit its bid in hard copies."

Question 2: Please confirm what a Bidder would provide if they have selected Epost submission and is bidding on more than one Workstream and is not submitting in hard copies. Does the Crown require separate Technical bids for each Workstream?

Question 3: Also, does the Crown require separate Financial and Certifications sections for each Workstream, or one (1) combined Financial and one (1) combined Certifications?

**Answer: 73**

Question 2: a separate technical bid should be submitted for each Workstream.

Question 3: a separate financial and certifications section should be submitted for each Workstream.

**Question: 74**

Re: Attachment 2 – Corporate Evaluation Criteria; 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.”

This requirement, as written, would not be possible for a Corporation currently in the process of obtaining ISO certification to achieve. Typically, the Corporation seeking certification does not interact with the Registrar until the final weeks of a 1-2 year project. This timing is intentional to maintain the integrity of the External Audit process and remove any conflict of interest by the Corporation and/or the External ISO Registrar.

For a large corporation, obtaining ISO certification can take up to two years to complete. In most cases, a large corporation seeking ISO certification would first revise their internal processes to align with the ISO standard for which they wish to certify (in this case it would most likely be 9001:2015). They would then contract ISO Advisory Services (such as the Business Development Bank of Canada) to provide support in:

- documenting the processes to be audited and establishing a Quality Management System to collect evidence acceptable for audit;
- establish Corrective Action & Process Improvement Process (CAR/PAR);
- train and certify employees of the Corporation as Internal Auditors;
- supervise the initial internal audit in preparation for certification;
- schedule External Certification Audit with an ISO Registrar; and
- coordinate annual surveillance audits with an ISO Registrar.

Therefore, would the Crown please confirm that a Contract for ISO Advisory Services with a detailed Statement of Work that includes the Facilitation of a Registrar Certification audit with an ISO Registrar would be accepted to demonstrate compliance to this requirement. This would ensure that large corporations that have already invested significant money in obtaining ISO certification would not be unfairly excluded from consideration on this multi-year Tier 2 opportunity.

**Answer: 74**

DFATD confirms that a contract for ISO Advisory Services with accompanying detailed Statement of Work that includes the Facilitation of a Registrar Certification audit with an ISO Registrar will be accepted if the contract start date was within the past six (6) months. See RFP change no. 17 below.

**RFP AMENDMENT**

15. At ATTACHMENT 2 BID EVALUATION CRITERIA, Corporate Rated Evaluation Criteria – **R4.4** All Workstreams:

**DELETE:**

- 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:

**INSERT:**

- a) The Bidder's response will be evaluated based on the extent to which the proposed approach and process should result in the retention of contract resources provided to DFATD, as demonstrated through the following elements:

16. At ATTACHMENT 2 BID EVALUATION CRITERIA, Corporate Rated Evaluation Criteria – **R-5** All Workstreams:

**DELETE:**

(B) Min. Billed days identified under SM4

**INSERT:**

(B) Min. Billed days identified under M4

**DELETE:**

(C) Billed days in excess of SM4

**INSERT:**

**(C)** Billed days in excess of M4

**DELETE:**

The bidder's demonstrated "Total Billed Days" provided in response to M1 will be used to evaluate this criterion.

**INSERT:**

The bidder's demonstrated "Total Billed Days" provided in response to M4 will be used to evaluate this criterion.

17. At ATTACHMENT 2 BID EVALUATION CRITERIA, Corporate Rated Evaluation Criteria – **R-2** All Workstreams:

**DELETE:**

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.

**INSERT:**

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 accept a letter from a registered external ISO Auditor as proof of a Bidders ISO registration process or a contract for ISO Advisory Services with accompanying detailed Statement of Work that includes the Facilitation of a Registrar Certification audit with an ISO Registrar will be accepted if the contract start date was within the past six (6) months.

**DELETE:**

ISO 9001:2015 Certification or registration to become certified = 25 points

**INSERT:**

ISO 9001:2015 Certification or registration to become certified, including, but not limited to an ISO Advisory Services Contract issued within the past six (6) months that includes the Facilitation of a Registrar Certification audit with an ISO registrar = 25 points

18. At the front page of the solicitation, Address Enquiries to:

**DELETE:**

Laassouli (EL DIV). Hicham  
Telephone No. (613) 858-9817

**INSERT:**

Durigan, Angela  
Telephone No. 613-859-0753  
E-mail address: angela.durigan@tpsgc-pwgsc.gc.ca

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**