



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions - TPSGC**

**Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
11 Laurier St.\11, rue Laurier  
Gatineau  
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**

Business Transformation and Systems Integration  
Service/Division de transformation des opérations et  
d'intégrat  
Special Procurement Initiative Dir  
Dir. des initiatives spéciales  
d'approvisionnement  
Terrasses de la Chaudière 4th Floor  
10 Wellington Street  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> ISST - TBIPS Professional Services	
<b>Solicitation No. - N° de l'invitation</b> EP243-200016/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 20200016	<b>Date</b> 2019-10-29
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XE-683-36915	
<b>File No. - N° de dossier</b> 683xe.EP243-200016	<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 2019-11-13</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Ouellette, Kristen	<b>Buyer Id - Id de l'acheteur</b> 683xe
<b>Telephone No. - N° de téléphone</b> (613) 402-8745 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> See Herein	

**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>

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### Amendment 002

This Amendment services to provide answers to questions 15 through 24, regarding the Request for Proposal (RFP) EP243-200016/A.

This Amendment makes revisions to the RFP solicitation main document to **remove resource categories P.13. Independent IT Project Review Team Leader and P.14. Independent IT Project Reviewer**. These resource categories may be solicited in a separate RFP by Canada at a later date.

#### TRACKING LOG OF QUESTIONS AND ANSWERS PROVIDED TO DATE

QUESTIONS AND ANSWERS	PROVIDED IN DOCUMENT
Questions and Answers 1 to 14	Amendment 001
Questions and Answers 15 to 24	Amendment 002

Q#	QUESTION	RESPONSE
15	<p><b>Reference:</b> Project Equivalency - Page 67 of 99            A.11 Tester M3 - The Bidder's proposed resource must demonstrate that he/she was the lead tester with responsibility for the completion of testing activities for a minimum of three (3) projects in the last sixty (60) months.</p> <p>A significant number of IM/IT resources have experienced lengthy durations working on their projects. The number of required projects and timeline constraints in the Tester requirement example above and for almost all the RFP's resource categories, will disqualify this significant pool of resources i.e. they may reasonably have been on the same project for three, four or more years in their recent experience and will not be able to demonstrate three projects in five years. Other RFPs for similar IM/IT support have addressed this by providing a project equivalency for demonstrated experience, defining six months relevant experience on a project equals one project; one year of relevant experience on the same project equals two projects etc. We request these types of resource requirements in the RFP be changed to allow for some form of project equivalency in order not to disqualify a significant number of otherwise eligible resources and increase the number of eligible Bidders for this RFP.</p>	Canada will not accept project equivalencies for each 6-month period.
16	<p><b>Reference:</b> Page 68 of 99 M5 – The Bidder's proposed resource must provide a minimum of three (3) of their most recent client references from three (3) separate client organizations that support the proposed resource's demonstrated experience over the last sixty (60) months.</p>	Acknowledged. Canada will be keeping the RFP as is.

Q#	QUESTION	RESPONSE
	<p>Related to the issue above, the fact that resources may have had long-term durations on their projects, this resource requirement will also impact Bidders and limit the pool of eligible resources and number of responsive bids. In addition, many IM/IT resources have had follow on contracts with the same government department due to their successful demonstrated expertise, but will disqualify them from being bid on this RFP, as not having <b>separate client organizations</b>. We request extending the time constraint and decreasing the number of separate client organizations for such resource requirements to "... client references from <b>three (3) projects</b> that support the proposed resource's demonstrated experience <b>over the past 120 months (10 years)</b>, to allow Bidders to propose otherwise, highly qualified resources.</p>	
17	<p>Given this RFP's current resource requirements and the probably ensuing Bidders' requests for consideration, we respectfully request an extension to the RFPs closing date from October 29<sup>th</sup> to November 12, 2019, to allow Bidders sufficient time to respond to all requirements.</p>	<p>Canada has modified the Bid Closing Date to November 13, 2019.</p>
18	<p>Our organization is very capable and keen to respond to this RFP, however, we are concerned that the evaluation is heavily weighted on cost vs technical merit (60/40). We are aware of many clients that have awarded contracts where a lower price prevailed over quality and the results seem to feature, quite consistently, the placement of resources that do not have the required knowledge or commitment to the project, leading to frequent turn-over. Client staff are then preoccupied with contracting details and resource replacements, rather than the outcomes of the work at hand, causing further challenges. We do not believe that client satisfaction or quality deliverables will be achieved with this type of scenario. Would the Crown please consider amending the Basis of Selection in order to allow companies to focus on providing quality resources? For example, highest responsive combined rating of technical merit and price with a ratio of 80/20 or at minimum 70/30?</p>	<p>Acknowledged. The Basis of Selection of the highest responsive combined rating of technical merit and price with a ratio of 60/40 will remain, as per the Request for Proposal.</p>
19	<p>Given the complexity of the bid requirements in the subject solicitation, level of effort required to prepare a response, the volume of other Federal Government solicitations currently undergoing competition, the shortened response time due to the Thanksgiving statutory holiday, and that responses have not been received to questions submitted as early as October 10, 2019 we respectfully request a two-week extension of the closing date to November 12, 2019. Please advise.</p>	<p>Canada has modified the Bid Closing Date to November 13, 2019.</p>

Q#	QUESTION	RESPONSE
20	In our experience, RFPs with 60% technical and 40% price weighting result in bids with unrealistic rate expectations, creating challenges with resource retention. Likewise, this lack of emphasis on technical score also incentivizes rates that do not support top tier resources. Will the Crown consider amending the RFP to an 80% technical and 20% price weighting?	Acknowledged. The Basis of Selection of the highest responsive combined rating of technical merit and price with a ratio of 60/40 will remain, as per the Request for Proposal.
21	With this RFP requiring vendors to source 16 separate resources, a significant portion of the evaluation will be centered on individual candidates for each position. As is often the case, we expect that the by the time all 16 resources are evaluated and the contract is awarded, the winning bidder will need to find replacement candidates for resources that are no longer available. In the interest of having vendors accurately demonstrate their capacity to source qualified candidates, will the Crown amend this RFP to include corporate requirements demonstrating billable days instead of individual resources.	Acknowledged. Canada will be keeping the RFP as is.
22	We believe that it is in the Crown's interest to have a contract in place with rates that are both competitive and in line with current market trends. As the RFP is written, there is no established median pricing band, which favours bids that are priced well below market rates and are therefore unsustainable. To ensure access to top quality resources, will the Crown implement a lower-median pricing band of -10% and an upper-median pricing band of +15%?	Acknowledged. Canada will be keeping the RFP as is.
23	It is unusual that an RFP of this size asks for 16 resources to be bid separately, particularly when the usage is estimated to vary drastically from one category to another, with some resources not being required to start immediately. In order to prioritize the quality of resources that are required initially, will the Crown remove the requirement for vendors to propose resources in all categories and instead just require the top 3 most important categories (ie: Bid 3 categories, win 16 categories)?	Canada has modified the Bid Closing Date to November 13, 2019.
24	This RFP calls for 16 unique resources who all need to be sourced, vetted, and submitted according to the grids provided. This poses a significant challenge at a time of year when there are many other large RFPs being competed. With these constraints in mind, will the Crown grant a 2-week extension for submission?	Canada has modified the Bid Closing Date to November 13, 2019.

**Modifications to the RFP solicitation document:**

**1. At page 5, Section 1.2, Summary, amend as follows:**

**DELETE:** h. in its entirety;

**INSERT:**

- h. The Resource Categories described below are required on an as and when requested basis in accordance the [TBIPS Categories of Personnel Descriptions \(http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html):

Resource Category	Level of Expertise	Estimated Number of Resources Required
A.1. Application/Software Architect	3	1
A.11. Tester	3	1
B.5. Business Process Re-Engineering	3	1
B.6. Business System Analyst	3	1
I.1. Data Conversion Specialist	3	1
I.4. Database Modeller / IM Modeller	3	1
P.1. Change Management Consultant	3	1
P.2. Enterprise Architect	3	1
P.9. Project Manager	3	1
P.10. Project Scheduler	3	1
P.12. Risk Management Specialist	3	1
C.3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	3	1
C.16. Privacy Impact Assessment (PIA) Specialist	3	1

**2. At page 38, Annex "A" Statement of Work, Table 1, Summary of Resource Requirements, amend as follows:**

**DELETE:** In its entirety;

**INSERT:**

**Table 1 Summary of Resource Requirements**

Resource Category	Level of Expertise	Estimated Average Number of Required Resources Per Year	Estimated Effort (days)
A. 1. Application/Software Architect	Level 3	1	140
A. 11. Tester	Level 3	1	160
B. 5. Business Process Re-Engineering Consultant	Level 3	1	60
B. 6. Business System Analyst	Level 3	1	210
I. 1. Data Conversion Specialist	Level 3	1	100
I. 4. Database Modeller / IM Modeller	Level 3	1	80
P. 1. Change Management Consultant	Level 3	1	120
P. 2. Enterprise Architect	Level 3	1	60
P. 9. Project Manager	Level 3	1	120
P. 10 Project Scheduler	Level 3	1	140
P. 12 Risk Management Specialist	Level 3	1	180
C. 3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	1	120
C. 16. Privacy Impact Assessment (PIA) Specialist	Level 3	1	120

**3. At page 51, Annex "A" Statement of Work, Section 6.1.12, P.13. Independent IT Project Review Team Lead – Level 3, amend as follows:**

**DELETE:** In its entirety.

**4. At page 52, Annex "A" Statement of Work, Section 6.1.13, P.14. Independent IT Project Reviewer – Level 3, amend as follows:**

**DELETE:** In its entirety.

**5. At page 56, Annex "B" Basis of Payment, amend as follows:**

**DELETE:** In its entirety.

**INSERT:**

**ANNEX "B-1"**

**BASIS OF PAYMENT**

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**INITIAL CONTRACT PERIOD:**

Initial Contract Period (Date of Contract award to two (2) years after contract award, inclusive.)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1. Application/Software Architect	Level 3	
A.11. Tester	Level 3	
B.5. Business Process Re-Engineering Consultant	Level 3	
B.6. Business System Analyst	Level 3	
I.1. Data Conversion Specialist	Level 3	
I.4. Database Modeller / IM Modeller	Level 3	
P.1. Change Management Consultant	Level 3	
P.2. Enterprise Architect	Level 3	
P.9. Project Manager	Level 3	
P.10. Project Scheduler	Level 3	
P.12. Risk Management Specialist	Level 3	
C.3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	
C.16. Privacy Impact Assessment (PIA) Specialist	Level 3	

**OPTION PERIODS:**

Option Period 1 (six-month period)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1. Application/Software Architect	Level 3	
A.11. Tester	Level 3	
B.5. Business Process Re-Engineering Consultant	Level 3	
B.6. Business System Analyst	Level 3	
I.1. Data Conversion Specialist	Level 3	
I.4. Database Modeller / IM Modeller	Level 3	
P.1. Change Management Consultant	Level 3	
P.2. Enterprise Architect	Level 3	
P.9. Project Manager	Level 3	

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Option Period 1 (six-month period)		
Resource Category	Level of Expertise	Firm Per Diem Rate
P.10. Project Scheduler	Level 3	
P.12. Risk Management Specialist	Level 3	
C.3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	
C.16. Privacy Impact Assessment (PIA) Specialist	Level 3	

Option Period 2 (six-month period)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1. Application/Software Architect	Level 3	
A.11. Tester	Level 3	
B.5. Business Process Re-Engineering Consultant	Level 3	
B.6. Business System Analyst	Level 3	
I.1. Data Conversion Specialist	Level 3	
I.4. Database Modeller / IM Modeller	Level 3	
P.1. Change Management Consultant	Level 3	
P.2. Enterprise Architect	Level 3	
P.9. Project Manager	Level 3	
P.10. Project Scheduler	Level 3	
P.12. Risk Management Specialist	Level 3	
C.3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	
C.16. Privacy Impact Assessment (PIA) Specialist	Level 3	

**6. At page 84, Attachment 2, Bid Evaluation Criteria, Section 19, P.13. Independent IT Project Review Team Lead – Level 3, amend as follows:**

**DELETE:** In its entirety.

**7. At page 85, Attachment 2, Bid Evaluation Criteria, Section 20, P.14. Independent IT Project Reviewer – Level 3, amend as follows:**

**DELETE:** In its entirety.

**8. At page 92, Attachment 3, Pricing Schedule, amend as follows:**

**DELETE:** In its entirety.

**INSERT:**

**ATTACHMENT 3-1**

**PRICING SCHEDULE**

In respect of the "Estimated Number of Days" listed below in (C\*) the estimated number of days is for evaluation purposes only during the solicitation process and does not represent a commitment of the future usage.

**Initial Contract Period:**

Initial Contract Period				
Date of Contract award to two (2) years after contract award, inclusive.				
	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (C x D)
A.1. Application/Software Architect	Level 3	140	\$	\$
A.11. Tester	Level 3	220	\$	\$
B.5. Business Process Re-Engineering Consultant	Level 3	90	\$	\$
B.6. Business System Analyst	Level 3	280	\$	\$
I.1. Data Conversion Specialist	Level 3	160	\$	\$
I.4. Database Modeller / IM Modeller	Level 3	120	\$	\$
P.1. Change Management Consultant	Level 3	240	\$	\$
P.2. Enterprise Architect	Level 3	80	\$	\$
P.9. Project Manager	Level 3	120	\$	\$
P.10. Project Scheduler	Level 3	120	\$	\$
P.12. Risk Management Specialist	Level 3	120	\$	\$

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C.3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	180	\$	\$
C.16. Privacy Impact Assessment (PIA) Specialist	Level 3	180	\$	\$
<b>Total Price Initial Contract Period</b>				<b>\$ &lt;TBD&gt;</b>

**Option Periods:**

<b>Option Period 1 (six-month period)</b>				
	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Estimated Number of Days</b>	<b>Firm Per Diem Rate</b>	<b>Total Cost (C x D)</b>
A.1. Application/Software Architect	Level 3	35	\$	\$
A.11. Tester	Level 3	55	\$	\$
B.5. Business Process Re-Engineering Consultant	Level 3	25	\$	\$
B.6. Business System Analyst	Level 3	70	\$	\$
I.1. Data Conversion Specialist	Level 3	40	\$	\$
I.4. Database Modeller / IM Modeller	Level 3	30	\$	\$
P.1. Change Management Consultant	Level 3	60	\$	\$
P.2. Enterprise Architect	Level 3	20	\$	\$
P.9. Project Manager	Level 3	30	\$	\$
P.10. Project Scheduler	Level 3	30	\$	\$
P.12. Risk Management Specialist	Level 3	30	\$	\$
C.3. Information Technology Security Threat and Risk Assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	45	\$	\$
C.16. Privacy Impact Assessment (PIA) Specialist	Level 3	45	\$	\$
<b>Total Price Option Period 1</b>				<b>\$ &lt;TBD&gt;</b>

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<b>Option Period 2 (six-month period)</b>				
	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(E)</b>
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Estimated Number of Days</b>	<b>Firm Per Diem Rate</b>	<b>Total Cost (C x D)</b>
A.1. Application/Software Architect	Level 3	35	\$	\$
A.11. Tester	Level 3	55	\$	\$
B.5. Business Process Re-Engineering Consultant	Level 3	25	\$	\$
B.6. Business System Analyst	Level 3	70	\$	\$
I.1. Data Conversion Specialist	Level 3	40	\$	\$
I.4. Database Modeller / IM Modeller	Level 3	30	\$	\$
P.1. Change Management Consultant	Level 3	60	\$	\$
P.2. Enterprise Architect	Level 3	20	\$	\$
P.9. Project Manager	Level 3	30	\$	\$
P.10. Project Scheduler	Level 3	30	\$	\$
P.12. Risk Management Specialist	Level 3	30	\$	\$
C.3. Information Technology Security Threat and Risk assessment (TRA) and Certification and Accreditation (C&A) Analyst	Level 3	45	\$	\$
C.16. Privacy Impact Assessment (PIA) Specialist	Level 3	45	\$	\$
<b>Total Price Option Period 2</b>				<b>\$ &lt;TBD&gt;</b>

<b>Total Bid Price</b>	
<b>(Initial Contract Period + Option Period 1 + Option Period 2)</b>	<b>\$ &lt;TBD&gt;</b>

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**