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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 RFP - TBIPS-Omnibus	
Solicitation No. - N° de l'invitation 47419-226879/A	Amendment No. - N° modif. 005
Client Reference No. - N° de référence du client 1000346879	Date 2020-03-12
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-638-37439	
File No. - N° de dossier 638el.47419-226879	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-04-06	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Mao, Lan	Buyer Id - Id de l'acheteur 638el
Telephone No. - N° de téléphone (613) 858-9980 ()	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

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The Request for Proposal (RFP) Amendment 005 is raised to answer Bidders' questions and amend the RFP.

Question 24:

For R.3, ISO 9001 certification: This rated requirement for ISO certification, a process that is very expensive and cumbersome.

Given the above, we request that the rated criterion R.3 be modified to allow locally grown/operated medium size firms to present their Quality Assurance Plan for evaluation in lieu of an ISO certificate in order to gain 3 points; AND to provide at least a 2 year history with Industry certifications or memberships (e.g. TOGAF, ITSMF) in order to demonstrate investment in corporate knowledge development in the IM/IT field to gain an additional 2 points. Can you please consider amending R.3, so it is not restricted to ISO certification and gives equal opportunity to local GoC-focused companies?

Answer 24:

Please refer to Solicitation AMD004 for revised R3.

Question 25:

Regarding R3, all streams - Amendment #2, Q/A #9 The scenario put forward is very specific to that company's internal processes and inconsistent with traditional ISO:9001 certification.

Companies use ISO:9001 standards related to Professional Services to guide their business practices and provide assurance to the crown that services are in compliance with industry standards. A mature ISO:9001 practice reflects continual improvement, requires a considerable corporate commitment, investment and is subject to a comprehensive annual audit.

It would be important to recognize that simply having an ISO:9001 certification in application does not fully reflect the breadth of commitment nor the spirit of CBSA's request.

To recognize the reality of the scenario we propose the crown consider a scoring:

No ISO Certification - 0 pts

ISO:9001 Certification in process - 5pts

ISO:9001 Certification granted, audited and in practice -10 pts

Answer 25:

Please refer to Solicitation AMD004 for revised R3.

Question 26:

In reference to 3.2.5 and 3.2.6 under Stream 3. Pgs 138-141: Project Manager Level 2 and Project Manager Level 3, Rated 2 and Rated 3 repeat the exact same rated information. Can you confirm that the grid is supposed to be the same in R2 and R3 for Project Manager Level 2 and 3?

Answer 26:

Confirmed.

Question 27:

All Work Streams, Re: Section 4.4 Basis of Selection, item (b) Contract Funding Allocation – this clause identifies that the two winners of each Workstream will be issued a contract where the total funds allocated are prorated based on the Bidders' Total Score.

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AND

Section 7.2 Task Authorization, item (b) Allocation of Task Authorization, sub-items (ii) and (iii) – this clause states that Task Authorizations will be issued using a rotational method, where the 1st, 3rd, 5th, etc. TA will be allocated to the first place Bidder, and the 2nd, 4th, 6th, etc. TA will be allocated to the second place Bidder.

If Bidders are guaranteed every other Task Authorization under the resulting contract, there is no competitive advantage to be earned by achieving a higher Financial Score and Total Bid Score. As a result, Bidders may be less focused on providing their most competitive rates, and the Crown may end up spending more money than necessary to complete their Tasks.

To ensure best value to the Crown, we request that Section 7.2 be amended to use TA distribution method that issues the TA to the Bidder with this highest remaining value.

Answer 27:

Section 7.2 remains unchanged.

Question 28:

Resource Assessment Criteria across all Workstreams:

There are multiple requirements throughout the mandatory and point-rated resource assessment criteria that require Contractors to provide the contact information of client project representatives (references) for all projects cited – this means references can be required for 10+ years' worth of projects. Identifying current contact information for references who supervised a Consultant over 10 years ago can be impossible, as they may have changed jobs, or have retired. As a result, qualified and available consultants may be excluded from consideration.

Therefore, we request that Project Representative contact information only be required for projects completed within the last three years.

Answer 28:

Resource Assessment Criteria across all Workstream remain unchanged.

Question 29:

Re:

- 1.1.5 – Technical Architect – Level 3, M1;
- 2.1.4 – Technical Architect – Level 3, M1 and M4;
- 2.1.5 – Technology Architect – Level 3, M2; and
- 3.1.3 – Business Transformation Architect – Level 3, M2.

The definition of Large changes between the grids. In many cases, "Large is defined as an environment that has 100 or more resources working on a project with a project value of \$50 million or more," while in other cases it is simply that "Large IT initiative is defined as a project with a budget of \$10 million or greater."

We ask the Crown to amend the RFP to remove the first definition and provide a single definition of large across all grids where a "Large IT initiative is defined as a project with a budget of \$10 million or greater".

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Answer 29:

The definition remains unchanged.

Question 30:

Re: 1.1.5 – Technical Architect – Level 3, M4

“All the certifications listed below:

- Spring Professional Certification
- Cloud Foundry Operator Certification
- Cloud Foundry Certified Developer”

To ensure the continued usability of the category, we request this requirement be amended as follows:

“One or more of the certifications listed below:

- Spring Professional Certification; OR
- Cloud Foundry Operator Certification; OR
- Cloud Foundry Certified Developer; OR
- AWS Certified Solutions Architect; OR
- AWS Certified DevOps Engineer; OR
- AWS Certified Developer; OR
- AWS Cloud Practitioner; OR
- Microsoft Certified: Azure Developer Associate; OR
- Microsoft Certified: Azure Solutions Architect; OR
- Other: _____ (chosen by the client at TA time)”

Answer 30:

The criterion remains unchanged.

Question 31:

Work Stream 3, 3.1.3 Business Transformation Architect – Level 3; requirements M2 – M4

Would the Crown please remove M2-M4 altogether, or provide amended mandatory requirements for the category of Business Transformation Architect that are aligned to the TBIPS definition?

Answer 31:

The criterion remains unchanged.

Question 32:

Work Stream 3, Re: 3.2.5 Project Manager – Level 2, R1 AND and 3.2.6 Project Manager – Level 3, R1

We believe an error has been made and these requirements have been mixed up. The requirement in the Level 2 grid awards full points for “More than 10 years” experience, while the Level 3 grid awards full points for “More than 7 years” experience.

Would the Crown please amend the R1 in both grids, so that the PM Level 3 is awarded full points for “More than 10 years” experience; and, the PM Level 2 is awarded full points for “More than 7 years”?

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Answer 32:

Please see RFP amendment below.

Question 33:

In R.3, the Crown requests an ISO 9001 certification. We kindly request that if the Crown wishes to confirm that vendors have consistent documented and repeatable processes for contract management, recruitment and quality assurance that vendors be permitted to submit their methodologies along with a client reference that attests the methodologies have been utilized to manage the contracts provided in reference to M1 and M2. This will ensure that the crown receives responses from vendors who have proven their capacity to deliver on behalf of the GoC using the processes depicted versus corporate certifications which do not ensure this.

Answer 33:

R3 remains unchanged.

RFP AMENDMENT

1. At Appendix C to Annex A, 3.2.5 Project Manager – Level 2:

Delete:

R1	Worked on IT projects within a client organization with 3000 employees or more, by accomplishing at least 50% of the associated tasks listed in Annex A – Statement of Work for this resource Category, during system development, implementation and operations to meet the project requirements on projects with a 24 hours per day, 7 days per week operational mandate with 2 or more stakeholders involved. To demonstrate, the Contractor must include the following information: <ul style="list-style-type: none">• Project name;• Client organization;• Contact information of client project representative;• Project start /end dates and duration;• Project description;• Description of project role and tasks performed by resource.	/10	Less than 5 years = 1 point 5 years to 7 years = 4 points More than 7 years to 10 years = 7 points More than 10 years = 10 points
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Insert:

R1	<p>Experience managing a IT project within a client organization with 3000 employees or more, by accomplishing at least 50% of the associated tasks listed in Annex A – Statement of Work for this resource Category, during the system development, implementation and operations to meet the project requirements on a project involving a 24 hours per day, 7 days per week operational mandate that involved 2 or more stakeholders.</p> <p>To demonstrate, the Contractor must include the following information:</p> <ul style="list-style-type: none">• Project name;• Client organization;• Contact information of client project representative;• Project start /end dates and duration;• Project description;• Description of project role and tasks performed by resource.	/10	<p>Less than 2 years = 1 point 2 years to 4 years = 4 points More than 4 years to 7 years = 7 points More than 7 years = 10 points</p>
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2. At Appendix C to Annex A, 3.2.6 Project Manager – Level 3:

Delete:

R1	<p>Experience managing a IT project within a client organization with 3000 employees or more, by accomplishing at least 50% of the associated tasks listed in Annex A – Statement of Work for this resource Category, during the system development, implementation and operations to meet the project requirements on a project involving a 24 hours per day, 7 days per week operational mandate that involved 2 or more stakeholders.</p> <p>To demonstrate, the Contractor must include the following information:</p> <ul style="list-style-type: none">• Project name;• Client organization;• Contact information of client project representative;• Project start /end dates and duration;• Project description;	/10	<p>Less than 2 years = 1 point 2 years to 4 years = 4 points More than 4 years to 7 years = 7 points More than 7 years = 10 points</p>
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	<ul style="list-style-type: none">Description of project role and tasks performed by resource.		
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Insert:

R1	<p>Worked on IT projects within a client organization with 3000 employees or more, by accomplishing at least 50% of the associated tasks listed in Annex A – Statement of Work for this resource Category, during system development, implementation and operations to meet the project requirements on projects with a 24 hours per day, 7 days per week operational mandate with 2 or more stakeholders involved.</p> <p>To demonstrate, the Contractor must include the following information:</p> <ul style="list-style-type: none">Project name;Client organization;Contact information of client project representative;Project start /end dates and duration;Project description;Description of project role and tasks performed by resource.	/10	<p>Less than 5 years = 1 point 5 years to 7 years = 4 points More than 7 years to 10 years = 7 points More than 10 years = 10 points</p>
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.