



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

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. 008
Client Reference No. - N° de référence du client 1000346879	Date 2020-03-20
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 2020-05-05	
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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Amendment 008 is raised to answer Bidders' questions and amend the RFP.

This amendment is issued to respond to the current situation arising from public health concerns over the COVID-19 in an attempt to safeguard the safety and health of all Canadians. Therefore, Bidders are requested to note the following important changes to the clauses of the RFP concerning Bid Receiving, including Part 2 - Bidder Instructions, article 2.2 Submission of Bids, and Part 3 Bid Preparation Instructions, article 3.1.

Question 42:

In regards to the above mentioned solicitation, we respectfully request that the Crown reconsider its position regarding rated criterion R.3 and amend the requirement in order to allow bidders to instead present their Quality Management Plan in lieu of a valid ISO 9001 certification.

Answer 42:

R3 has been removed. Please see RFP amendment below.

Question 43:

We request that the Crown reconsider Amendment 004 to R3. As written, a company that has registered for their certification audit will receive half as many points as a company that has obtained a copy of their certification.

Before an external auditor even begins their review of the Bidder's organization, the Bidder must have conducted an Internal Audit of their organization by trained auditors, held at least one Management Review meeting, and have a minimum of 12 weeks' worth of data as evidence of their system's function. This means that the system being certified has already been developed, is in use by the organization, and was successfully tested by the time the external certification process begins. The certification itself can take up to 6 months to receive, regardless of the quality of the system, as the auditor's recommendation to certify must be reviewed and approved by a governing body. As such, this distinction between Registration and Certification is not valuable to the Crown, as all eligible Bidders will be able to provide Proof of Certification by the delivery of services.

As there is clearly no differential value to the Crown between certification and registration we therefore we suggest the client accept one of the following edits:

R3: The Bidder should demonstrate that they hold current ISO: 9001, or have a Quality Management System in place within the organization, pending external certification audit.

No proof of certification or registration to become certified – 0 points

Proof of ISO: 9001 Quality Management System – 10 points

Proof of ISO: 9001 certification, or of the active Quality Management System, should be provided with the bid. The Crown will accept either a copy of the certification, or a combination of the following: an Internal Audit report from an ISO 9001 Quality Systems Lead Auditor, a copy of the Bidder's Quality Manual and a letter from a registered external ISO Auditor as proof of the Bidder's registration for the certification audit.

OR

R3: The Bidder should demonstrate that they hold current ISO:9001, or have a Quality Management System in place within the organization, pending external certification audit.

No proof of certification or registration to become certified – 0 point

Proof of ISO:9001 Certified Quality Management System – 10 points

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Answer 43:

R3 has been removed. Please see RFP amendment below.

Question 44:

In light of the Ontario state of emergency and Federal Government isolation recommendations, would the Crown accept electronic bid submissions by direct email for this solicitation? If yes, could The Crown please provide the preferred email address to use for submission?

Answer 44:

No, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted. Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit **via epost Connect** by the date and time indicated on page one of the bid solicitation. Please refer to RFP amendment below.

To submit a bid using epost Connect service, the Bidder must either i) send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or ii) if the Bidder does not have its own licensing agreement for epost Connect, they will have to request to open an epost Connect conversation by emailing PWGSC Bid Receiving Unit at tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

This should be sent as early as possible, and in any case, at least six business days prior to the solicitation closing date and time (in order to ensure a response). Requests to open an epost Connect conversation received after that time may not be answered.

For additional information on the submission of bids using epost Connect, please refer to the PART 2 - BIDDER INSTRUCTIONS of the RFP.

Question 45:

Reference 2: For all Workstreams, Attachment 4.3 – Bidder Response Template, 2. Contract Reference Template (M.1 and R.1), RFP page 180 of 183

Under the “Resource Category Substantiation” section, would the Crown accept a cross-reference in the right-hand column at “B. List of tasks for the Resource Category named in A above” and the addition of separate equivalency tables below the provided template (*that detail TBIPS SA Tasks for each resource category in comparison to associated tasks under selected Non-TBIPS contracts*)? This would allow more room to show the comparison of at least 50% of the associated tasks and ensure ease of evaluation.

Answer 45:

A cross-reference in the right-hand column at “B. List of tasks for the Resource Category named in A above” and the addition of separate equivalency tables below the provided template (that detail TBIPS SA Tasks for each resource category in comparison to associated tasks under selected Non-TBIPS contracts) are not required.

Question 46:

R.3 for all streams requires bidders to demonstrate that they hold or have started the registration process for ISO Quality Management Certification. ISO9001 is a recognized international Quality Management standard for service-based organizations which originated in 1987 and has been mostly used in the United Kingdom and Europe only. This standard was put in place to ensure that the contracted work force would be provided with a consistent level of support from staffing businesses and to ensure that firms/suppliers would act responsibly. Canada has not been faced with that same kind of behavior as the legal community has taken steps to protect the independent contractors, rendering this standard unnecessary in the Canadian market.

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Moreover, the cost for certification is not inconsequential, costing upwards of \$250K to be certified and another \$50-100K to maintain and report annually. This is not a cost effective option for small to medium size Canadian firms. As most Canadian firms have adopted the servicing standard as an industry best practice, but have not undertaken the certification process, and to not unfairly exclude small to medium size firms fully capable of delivering the services required, we respectfully request the Crown remove corporate criterion R.3.

Answer 46:

R3 has been removed. Please see RFP amendment below.

RFP AMENDMENT

1. At Part 2 – Bidder Instructions, 2.2 Submission of Bids:

DELETE:

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and at the PWGSC address indicated on page one of the bid solicitation.

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessaoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

INSERT:

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit **via epost Connect** by the date and time indicated on page one of the bid solicitation.

Note: For bidders needing to register with epost Connect the email address is:

tpsgc.dgareceptiondessaoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

2. At Part 3 – Bid Preparation Instructions, 3.1 Bid Preparation Instructions

DELETE:

(a) Epost Connect Bid Submission

- (i) If the Bidder chooses to submit its bid electronically, Canada requires that the Bidder submits its bid in accordance with section 08 of the 2003 Standard Instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.
- (ii) The bid must be gathered per section and separated as follows:
 - (A) Section I: Technical Bid
 - (B) Section II: Financial Bid
 - (C) Section III: Certifications
- (iii) For further information please refer to article 08 - Transmission by facsimile or by epost Connect at <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23#transmission-by-facsimile>.

(b) Soft Copy Bid Submission (USB key)

- (i) If the Bidder chooses to submit its bid in soft copy via the PWGSC Bid Receiving Unit, Canada requires that the Bidder submits its bid in separate sections as follows:
 - (A) Section I: Technical Bid – One soft copy on a USB key
 - (B) Section II: Financial Bid – One soft copy on a SEPARATE USB key
 - (C) Section III: Certifications – One soft copy on a USB key
- (c) If the Bidder is simultaneously providing an epost Connect copy and soft copy of the bid and if there is a discrepancy between the wording of the epost Connect copy and soft copy, the wording of the epost Connect copy will have priority over the wording of the soft copy.
- (d) Canada is not requesting a hard copy of the bid. However, if the Bidder submits a hard copy of its bid, and if there is a discrepancy between the wording of the soft or epost Connect copy and the hard copy, the wording of the soft or epost Connect copy will have priority over the wording of the hard copy.
- (e) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

INSERT:

(a) Epost Connect Bid Submission

- (i) Canada requires that the Bidder submit its electronic bid in accordance with section 08 of the 2003 Standard Instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.
- (ii) The bid must be gathered per section and separated as follows:
 - (A) Section I: Technical Bid
 - (B) Section II: Financial Bid
 - (C) Section III: Certifications
- (iii) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

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- (iv) For further information please refer to article 08 - Transmission by facsimile or by epost Connect at <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23#transmission-by-facsimile>

3. **At Attachment 4.2 Point-Rated Technical Criteria,**

Workstream 1 – Application Development and Architecture, 1.1 Corporate Rated Evaluation Criteria,
Workstream 2 – Testing and Integration, 2.1 Corporate Rated Evaluation Criteria,
Workstream 3 – Project Management and Business Analysis, 3.1 Corporate Rated Evaluation Criteria

R3:

Delete in its entirety.

4. At Attachment 4.2 Point-Rated Technical Criteria, Workstream 1 – Application Development and Architecture, 1.1 Corporate Rated Evaluation Criteria,

Delete:

Workstream 1 – Application Development and Architecture		
Point-Rated Evaluation Criteria	Maximum Score	Minimum Score Required
R1	100	10
R2	50	10
R3	10	N/A
TOTAL TECHNICAL SCORE	160	N/A

Insert:

Workstream 1 – Application Development and Architecture		
Point-Rated Evaluation Criteria	Maximum Score	Minimum Score Required
R1	100	10
R2	50	10
TOTAL TECHNICAL SCORE	150	N/A

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5. At Attachment 4.2 Point-Rated Technical Criteria, Workstream 2 – Testing and Integration, 2.1 Corporate Rated Evaluation Criteria:

Delete:

Workstream 2 – Testing and Integration		
Point-Rated Evaluation Criteria	Maximum Score	Minimum Score Required
R1	100	10
R2	50	10
R3	10	N/A
TOTAL TECHNICAL SCORE	160	N/A

Insert:

Workstream 2 – Testing and Integration		
Point-Rated Evaluation Criteria	Maximum Score	Minimum Score Required
R1	100	10
R2	50	10
TOTAL TECHNICAL SCORE	150	N/A

6. At Attachment 4.2 Point-Rated Technical Criteria, Workstream 3 – Project Management and Business Analysis, 3.1 Corporate Rated Evaluation Criteria :

Delete:

Workstream 3 – Project Management and Business Analysis		
Point-Rated Evaluation Criteria	Maximum Score	Minimum Score Required
R1	100	10
R2	50	10
R3	10	N/A
TOTAL TECHNICAL SCORE	160	N/A

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Insert:

Workstream 3 – Project Management and Business Analysis		
Point-Rated Evaluation Criteria	Maximum Score	Minimum Score Required
R1	100	10
R2	50	10
TOTAL TECHNICAL SCORE	150	N/A

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.