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**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

This requirement contains a security requirement.

**Vendor/Firm Name and Address**

Raison sociale et adresse du fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division  
des services professionnels en informatique  
Les Terrasses de la Chaudière  
10, rue Wellington, 4ième  
étage/Floor  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> TBIPS-Application Services		
<b>Solicitation No. - N° de l'invitation</b> G9292-203481/D		<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> ESDC PReq 100013481		<b>Date</b> 2020-07-25
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$ZM-380-38312		
<b>File No. - N° de dossier</b> 380zm.G9292-203481	<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 2020-08-20</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> Cook, Gail		<b>Buyer Id - Id de l'acheteur</b> 380zm
<b>Telephone No. - N° de téléphone</b> (613) 858-9369 ( )		<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA		

**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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## AMENDMENT NO. 002

This amendment is raised to revise the RFP and to answer Bidders' questions.

### **RFP REVISIONS:**

1. **At Attachment 4.2 of the RFP, Point Rated Technical Criteria, Application Services, RTC1, 2<sup>nd</sup> paragraph:**

#### **Delete:**

To demonstrate similar resource categories, the Bidder must map at least 70% of the SOW tasks of this requirement to the tasks of the resource category identified in the reference contract. In the event that 70% of the tasks results in a decimal (for example 4.8 tasks), the number of tasks would be rounded down (i.e. 4 tasks would be accepted as being equivalent). For same resource categories, Canada will automatically consider referenced resource categories, procured through the TBIPS contracting vehicle, to be 70% aligned with the SOW tasks of this requirement.

#### **Insert:**

To demonstrate similar resource categories, the Bidder must map at least 70% of the SOW tasks of this requirement to the tasks of the resource category identified in the reference contract. In the event that 70% of the tasks results in a decimal (for example 4.8 tasks), the number of tasks would be rounded down (i.e. 4 tasks would be accepted as being equivalent). For same resource categories, Canada will automatically consider referenced resource categories, procured through the TBIPS and the ProServices contracting vehicles, to be 70% aligned with the SOW tasks of this requirement.

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## QUESTIONS AND ANSWERS:

### Question 1:

RE: Attachment 4.1 – Mandatory Technical Criteria, Application Services, MTC1

We have a question with respect to the contract timeframe and we were wondering if:

- a) Would the Crown accept two (2) contracts that have been active within the last ten (10) years of the bid solicitation publication date?

Or

- b) Would the Crown accept one (1) contract having been active within the last five (5) years and the second contract active within the last ten (10) years?

### Answer 1:

Your recommendation was considered but MTC1 will remain unchanged.

### Question 2:

Due to the size and complexity of preparing a response to this solicitation, would the Crown grant an extension to the 16<sup>th</sup> of September 2020.

### Answer 2:

The closing date has been extended to August 20, 2020.

### Question 3:

With regard to criterion #RTC1, is it necessary to provide task mapping to the RFP SOW if the references pertain to contracts procured through **ProSevices** and the resource categories match the RFP categories?

### Answer 3:

Canada will automatically consider referenced resource categories that match the RFP categories, procured through the ProServices contracting vehicle, to be 70% aligned with the SOW.

### Question 4:

With respect to the subject solicitation, we respectfully request the Crown's consideration in granting a 2-week extension to the closing date of this RFP to enable all Bidders sufficient time to deliver a quality, compliant response to Employment and Social Development Canada (ESDC). With the current COVID-19 crisis many organizations are working remotely or with reduced hours and as such are requiring more time to submit responses. Also, please note that at the same time, there are also a large number of Government of Canada RFPs with closing dates around the same timeframe as this RFP.

### Answer 4:

The closing date has been extended to August 20, 2020.

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**Question 5:**

To allow for stronger bid responses and a fair procurement process, can Canada please grant an extension of the closing date of this RFP to by three (3) weeks to August 19<sup>th</sup>? The current end date puts undue time constraints on the vendor community which impacts a fair procurement process and strength of bid responses. This is because:

- ESDC currently has two major Tier 2 RFP's due on August 5<sup>th</sup> and August 6<sup>th</sup> respectively requiring a high level of effort.
- This RFP requires (up to) 44 resource categories to be mapped. This is a significant undertaking to complete, especially given the current climate of Covid-19 creating challenges working remotely and connecting with Clients & Consultants.

**Answer 5:**

The closing date has been extended to August 20, 2020.

**Question 6:**

MTC1 (g)(iv) and RTC1 (e)(iv) require "a brief description of the services performed by the resource;" Towards both requirements, ESDC is currently allowing "for same resource categories, Canada will automatically consider referenced resource categories, procured through the TBIPS contracting vehicle, to be 70% aligned with the SOW tasks of this requirement."

Can ESDC please permit the same compliance towards MTC1(g)(iv) and RTC1 (e)(iv) whereby a bidder does not need to provide 'a brief description of services provided' for categories procured through the same TBIPS category?

There are up to 64 resources names submitted for this bid. This will save significant evaluation time, and ease undue workload on the vendor community.

**Answer 6:**

Bidders do not need to provide 'a brief description of services provided' for categories procured through the same TBIPS or ProServices category.

**Question 7:**

ESDC is one of the largest Federal Government Departments, playing a vital role for the Canadian government by providing critical services to Canadians. This includes millions of benefit-related transactions across key social institutions like Old Age Security, Employment Insurance, Canada Job Bank and Canada Pension Plan. These services have only grown in importance given the current Covid-19 health emergency, as has ESDC's role in the Government's response with CERB, CESB, CEWS, etc.

The services required for this RFP are crucial to ESDC's future success, however the RFP in its current form does not do enough to incentivize market rates to attract skilled IT Consultants. The skillsets required through the RFP are generally procured on large TBIPS contracts. Based on two recent solicitations for Application Services with similar thresholds to score full points (CBSA 47419-226879/A) and (Transport Canada WS1- T8086-172450/A), we expect there to be many compliant bids with a median rate below market value. The only way to win a contract that receives a high number compliant bids is to be the lowest cost, which is likely for this solicitation given the current thresholds for this RFP.

To increase ESDC's chances of awarding a contract that can attract strong local IT talent in line with its mandate:

**Question 7A:**

**MTC(d)-** Can ESDC please amend the criteria to read "Must have been for a minimum contract billed value of \$5 Million (amendments and applicable taxes included)."

Measuring contract value only proves that a bidder won the contract. Having billed this value proves a bidder delivered the required services throughout the duration of the contract. TBIPS Stream 1- Application Services contracts are generally large in contract size and bill a high value. This change would be an appropriate way of gauging a Bidder's ability to successfully and continuously deliver services on a large scale.

**Answer 7A:**

Your recommendation was considered but MTC1 will remain unchanged.

**Question 7B:**

**MTC1-** Can ESDC please amend the criteria to read "Using 3 (three) separate IM/IT contracts which provided Application Services for clients as described in Annex A Statement of Work (SOW) of this requirement..."? There remain a large number of companies that have 3+ Application Services contracts that meet the criteria in the last 5 years.

**Answer 7B:**

Your recommendation was considered but MTC1 will remain unchanged.

**Question 7C:**

**RTC1-** Can ESDC please amend the criteria to read, "Referenced contracts and Resources named to meet MTC1 cannot be named again for the same resource category in RTC1. A resource cannot be named more than once for the same resource category."

RTC1's current format permits bidders that may have won only two major TBIPS contracts to satisfy all of the criteria, as MTC1 contracts can be used. The above change would show a larger breadth of corporate experience in the required skillset categories.

**Answer 7C:**

Your recommendation was considered but MTC1 will remain unchanged.

**Question 7D:**

**RTC1-** Can ESDC please confirm that only Level 3 TBIPS categories count towards compliance for categories 'A.3- ERP Programmer Analyst' and 'A.4- ERP System Analyst'? A.3 and A.4 are only level 3 categories in the resulting contract. Measuring a bidder's ability to supply these resources as the senior level is consistent with the resulting contract.

**Answer 7D:**

Your comments have been considered but the requirement remains the same. The intent of the existing criterion is to have Bidders demonstrate that they have provided same or similar resource categories based on the tasks in the SOW. The level of experience of the proposed resources will be evaluated at the Task Authorization stage of the resulting contract and therefore bidders are required to propose rates in line with a Level 3 resource. The resulting contract contains terms and conditions that address corrective measures that can be taken by Canada if a bidder proposed rates at the time of bidding for resource categories that they later refuse to honour.

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**Question 8:**

For MTC1, would the Crown please amend the criterion to require one (1) contract instead of 2 contracts? This change was accepted on 2 similar RFPs for ESDC that had a similar mandatory criterion. Given the number of resources and number of categories required to demonstrate, it would be rare to have 2 contracts of this size with the same 5 categories and within the same timeframe.

**Answer 8:**

Your recommendation was considered but MTC1 will remain unchanged.

**Question 9:**

For MTC1, in demonstrating the provision of 5 categories out of the 14 categories listed in the RFP, we assume that demonstration of Tester Level 3 and Tester Level 2 will count as demonstrating 2 categories. Can you please confirm?

**Answer 9:**

Tester Level 3 and a Tester Level 2 does not count as 2 categories since we are not considering levels only categories.

**Question 10:**

This bid has now been extended to the 20<sup>th</sup> of August. Since the question period ends 10 calendar days prior to the bid closing date, am I correct in assuming the last day for questions is the 10<sup>th</sup> of August?

**Answer 10:**

Confirmed.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**