



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

This document contains a security requirement.

Ce document contient une exigence de sécurité.

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

Title - Sujet TBIPS - Tier 2	
Solicitation No. - N° de l'invitation 21120-194545/A	Amendment No. - N° modif. 007
Client Reference No. - N° de référence du client 3154545	Date 2020-10-15
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-626-38511	
File No. - N° de dossier 626zm.21120-194545	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-11-05	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Holden, Carole	Buyer Id - Id de l'acheteur 626zm
Telephone No. - N° de téléphone (613) 858-9217 ()	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

AMENDMENT NO. 007

This amendment is raised to answer bidders' questions.

QUESTIONS AND ANSWERS

Question 16:

MTC1-A b): WORKSTREAM 5 – CYBER PROTECTION SERVICES:

Currently, the **MTC1-A b)** requirement in Workstreams 1 to 4 require bidders to supply contract references valued at a minimum of \$5,000,000. **MTC1-A b)** in **Workstream 5 – Cyber Protection Services** only require bidders to supply contract references valued at a minimum of \$2,000,000. Will Canada please consider amending the requirement as seen below, given the significant number of \$5,000,000 Cyber contracts in the Federal Government of Canada?

The Contract identified must:

- a) Have been with a single client;
- b) Have a minimum value of ~~\$2,000,000.00~~ **\$5,000,000** CDN (amendments and applicable taxes included);
- c) Have an initial minimum Contract Period of one year, not including amendments; and
- d) Have been completed or ongoing in the last five years (as of the initial publication date of this solicitation).

Answer 16: Your request has been considered but the requirement remains unchanged.

Question 17:

With regards to **MTC1-B** for **EACH** workstream, would Canada consider amending the language to provide clarity as seen below (Workstream 1 was used for this example) ...

*Using the reference Contract(s) in MTC1-A, the Bidder must demonstrate in its bid that the reference Contract(s) have a cumulative total of at least 2,000 billable days for the **exclusive** resource categories **of including** Application/Software Architect and Programmer/Analyst covering a period not more than three years. The Bidder must provide the following information:*

We understand that this requirement is meant to demonstrate vendor strength and track record in delivering additional resources in the MTC1-A categories in each stream. The current language can be misleading due to **"including"**. Currently a vendor could meet this requirement by supplying the following resources within a 3-year period:

- 1 Application Architect with 250 days
- 1 Programmer/Analyst with 250 days
- 1 Help Desk Analyst with 750 days
- 1 Database Administrator with 750 days

We assume that the intent behind this requirement for each workstream is for a vendor to submit a compliant response that demonstrates using a combination of billable days only using the categories of *Application/Software Architect* and *Programmer/Analyst* (Workstream 1 example) to demonstrating meeting 2000+ billable days covering a period not more than three years.

Answer 17: Your request has been considered but the requirement remains unchanged.

Question 18:

WORKSTREAM 3 – Technical Writer L1 Category:

It is very uncommon for the Government of Canada to request TBIPS professional services for the Technical Writer, Level 1 category. We believe that 3 years of professional working experience is not enough to meet the needs and requirements of CSC and most of the large scale and highly visible projects/programs. To avoid risk and the delay of project completion, will Canada consider amending

Workstream 3 and the Technical Writer L1 category to a Technical Writer L3 category which requires a resource to demonstrate 10 years of professional working experience?

Answer 18: Your request has been considered but the requirement remains unchanged.

Question 19:

With regards to **RTC2** for **EACH** workstream, it is our understanding that Canada is attempting to acquire a Senior Client Manager that will dedicate significant effort and focus to CSC. Currently, CSC is evaluating a Client Manager's number of years of experience in the position and the Client Manager's ability to successfully deliver and manage a significant number of contract resources simultaneously on this contract. The original requirement awards points for each calendar month in which the Client Manager simultaneously managed 30 or more resources using as many contracts as needed. This means a Client Manager could still receive maximum points for having 30 individual contracts and only 1 resource on each of those 30 contracts for a 12-month period.

Will Canada please accept the amended requirement as seen below?

CLIENT MANAGER

Using one ~~or more~~ reference contract~~(s)~~, the Bidder should demonstrate the following for the CSC Client Manager named in response to MTC2:

1. The name of the CSC Client Manager named in response to MTC2 **and proof that the Client Manager's name is associated on the referenced contract. ***bidders should submit the front page of the referenced contract indicating the contract number and associated representative;**
2. The number of years of experience serving as a Client Manager; and
3. The total number of resources simultaneously managed by the Client Manager under **one any** contract~~(s)~~ for twelve months (consecutive or non-consecutive) within the past five years as of the initial publication date of this solicitation.

The Bidder must provide the following information for each Contract identified:

- a) The contract number~~(s)~~;
- b) The name of the client organization~~(s)~~;
- c) The start and end dates of the contract~~(s)~~;
- d) The calendar month and year for which the Bidder is claiming the resources were simultaneously managed; and
- e) The number of resources simultaneously managed by the Client Manager for each calendar month being claimed.

A calendar month includes the first date and last date of the respective month. For example, January 1 to 31 is a calendar month. January 5 to February 4 is not a calendar month.

Answer 19: Your request has been considered but the requirement remains unchanged.

Question 20:

Post Contract Award Resource Assessment Criteria and Response Table

Many of the resource categories include mandatory resource requirements that indicate resources must "demonstrate experience in each of the technologies, software, tools and techniques identified in the Task Authorization". The lack of definition, specifically of relevant technologies, software and tools significantly impacts bidder's ability to bid realistic market rates. As an example, Programmer/Analysts or Application Architects would dictate dramatically different rates, depending on the specific technologies involved. The rate variances could be in the order of \$200-300 per day, depending on whether the technology experience requested is established or evolving technology in the GoC (.Net/Java vs. Dynamics Online or on prem vs. AWS/Azure). Because of the ambiguity around the technology requirements, bidders will be unable to provide realistic per diem rates in their financial proposals. This will result in either the Crown

paying significantly higher than market rates in some instances, or vendors being unable to service contracts when new, evolving or in demand technology skill sets are requested at time of TA.

As such, in order to eliminate any ambiguity we respectfully request that the Crown do one of the following: 1) provide a list of relevant technologies anywhere a reference is made to demonstrating experience in each of the technologies, software, tools and techniques identified in the Task Authorization, or, 2) remove requirement M3 from all post contract award resource assessment criteria.

Answer 20: Your request has been considered but the requirement remains unchanged. CSC is using Microsoft and Linux Operating Systems and the specific technologies required will be listed in each individual TA.

Please note that the Statement of Work has been revised. Please refer to Solicitation Amendment 006, Revision 12.

Question 21:

For MTC1-A, MTC1-B and RTC1 on all Workstreams, bidders must provide the names and number of billed days for a large volume of resources in specific categories. Some of these resource categories have overlapping skillsets. Please confirm that an individual cannot be counted towards more than one resource category on a given Workstream.

Example, a resource cannot be counted as both a Technical Architect and a Technology Architect on Workstream 2 using the same Statement of Work (or Task Authorization) of a contract.

Answer 21: The billable days of one individual can be counted towards more than one resource category on a given Workstream as long as the work wasn't done simultaneously and the Bidder demonstrates that the resource is 'similar', as described in the criteria. It is the Bidder's responsibility to ensure that all the requirements of a criterion are met.

Please note:

- for MTC1-A, a 'single resource' refers to one person. For example: John Doe is one resource (one person) that worked for a minimum of 120 billable days for a period of one year; and
- for RTC1, a 'single resource' is defined as one role for that resource category which multiple individuals may fill, but not simultaneously.

Question 22:

Other streams include similarly worded MTC1-B requirements, but for the purposes of this example, stream 1 is quoted:

Workstream 1 MTC1-B states, "Using the reference Contract(s) in MTC1-A, the Bidder must demonstrate in its bid that the reference Contract(s) have a cumulative total of at least 2,000 billable days for the resource categories including Application/Software Architect and Programmer/Analyst covering a period not more than three years"

Please confirm that the following "Cumulative" scenarios would be found compliant (assuming both Contract 1 and Contract 2 meet all other criteria of MTC1-A and MTC1-B for Workstream 1):

Scenario 1: Contract 1 includes 500 days PA and 500 days ASA; and Contract 2 includes 500 days PA and 500 days ASA

or

Scenario 2: Contract 1 includes 500 days PA and 1500 days ASA; and Contract 2 includes 1500 days PA and 500 days ASA

Answer 22:

Both of the 'cumulative' scenarios in the bidder's question would meet MTC1-B (assuming both Contract 1 and Contract 2 meet all other criteria of MTC1-A and MTC1-B for Workstream 1).

Note: The 2,000 billable days can also include other resource categories as long as the two resource categories of the relevant workstream are included.

Question 23:

RTC5, as written has no minimum duration for “ongoing within the last 7 years” The “initial minimum Contract Period” refers to the initial length of the contract, not a length of time of services provided. As written, a contract where services began in the days and weeks prior to the initial publication date of this solicitation would appear to qualify.

- a) We recommend CSC edit RCT5 Item 1.d) to read: “Have been completed or ongoing **for a minimum of 6 months** in the last seven years as of the initial publication date of this solicitation.”
- b) Many contracts for NEW Technologies and NEW Methodologies do not have initial values of \$1M, but increase over time with the addition of more resources. For example, contracts for “up to 5” resources often award only the value of the first resource at time of bid award, but very quickly exceed \$1M with the addition of the other resources.

Would CSC accept contracts where the bidder has billed a minimum of \$1M, excluding taxes?

Answer 23:

- a) RTC5 has been revised. Please refer to Solicitation Amendment 005, Revisions 6, 7, 8, 9, and 10.
- b) Your request has been considered but the requirement remains unchanged.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME