

ADDENDUM #4**1. Title**

Information Technology Staff Augmentation and Project Delivery Services

2. Questions and Answers

Unless otherwise specified, capitalized words and terms have the meaning set out in the RFSA.

This question and answer section is provided in response to questions received from Suppliers for the above-noted RFSA, and does not amend the terms and conditions of the RFSA.

Q11. Over the past 12 months, have there been any incumbents?

If yes, please provide the name of the Company/Companies and the value and duration per Service Stream.

A11. The RFSA is a completely new and independent procurement process/vehicle. As such, there are currently no incumbents or previous information on the value and duration per Service Stream or Service Category.

Q12. What incentive is there for a Supplier to complete the RFSA if CDIC will contract outside the RFSA if it so chooses to do so?

A12. The intent of the RFSA is to establish a multi-year Supply Arrangement vehicle with experienced and qualified firms, capable of delivering the services of qualified resources, as described in the RFSA. This Supply Arrangement will allow CDIC to request services on an as and when required basis through a Service Request to qualified firms (SA Holders).

Section 16, No Guarantee of Volume of Work or Exclusivity of Contract, is a standard clause within CDIC solicitation documents. Although the intent is for CDIC to utilize the Supply Arrangement to obtain the described Services, the Supply Arrangement may not be the exclusive method for the provision of such Services.

Q13. Can CDIC share existing details on Vendor Performance Management?

A13. As per Section 11, Vendor Performance Management of Schedule "A" (Statement of Work), of the RFSA, CDIC is intending to enhance the vendor performance management process, and there is no additional information to disclose regarding any existing vendor performance management process.

Q14. Are the requested Services for the above referenced solicitation currently being provided or have they been provided previously?

If so, please identify the means by which such Services have been supplied (e.g., direct and or term employee, personal services contract, or contracted services through a company).

If the Services were contracted through a company, please provide the name of the contractor/contractors and the duration and dollar amount of the contract(s).

A14. The RFSA is a completely new and independent procurement process/vehicle. As such, there are currently no incumbents or previous information on the value and duration of a contract. Similar services have been previously acquired from multiple suppliers through various procurement methods/processes.

Q15. As per Appendix "C-2" (Reference Engagement Form Requirements), any Engagement with a completion date prior to January 1, 2015, or after the Proposal Submission Deadline will not be considered for evaluation and will be disqualified.

Our organization supports a large number of Engagements with the federal Government, with many of them being multi-year agreements that are still active. These Engagements are supported by means of IT professional resources, similar to the request of this RFSA. We understand that you're looking for references based on completed Engagements, however many of our multi-year contracts are still active and therefore would not meet the criteria of being completed prior to the submission date of this RFSA. By denying vendors to use references for ongoing Engagements it significantly reduces the scope of references available to us, which impedes us from demonstrating relevant experience, especially considering the high number of references required in this response.

We request that CDIC please allow us to use references from ongoing Engagements, assuming the Engagement has been active for a minimum of 6 months from date of submission.

A15. As per Section 1.7 of Appendix "C-2" (Reference Engagement Form Requirements), CDIC would like to clarify and confirm that a Reference Engagement that has deliverables which include on-going maintenance and support may be profiled. However, only the completed portion of the deliverables will be considered for evaluation.

In this question, a Supplier would be able to profile a multi-year contract/Engagement as long as the Supplier can clearly demonstrate that a portion of the relevant deliverables have been completed prior to the Proposal Submission Deadline. This may include, but is not limited to, the completion of a specific statement of work/task authorization under a current multi-year contract, master services agreement, standing offer, supply arrangement, etc.

Q16. If this is an already-existing SA, are there currently incumbents? If so, how many have qualified for each Service Category in Service Stream #1?

A16. Please see answer to question 11, above.

Q17. If this SA does not currently exist, how does CDIC meet its staff augmentation needs right now?

A17. Please see answer to question 14, above.

Q18. Appendix “C-2” (Reference Engagement Form Requirements):

- a) **Can different Engagements for the same client be used? In other words, can clients be repeated in more than one Service Category?**
- b) **Can clients be repeated in the same Service Category?**
- c) **If the same client cannot be used more than once in a Reference Engagement Form, we respectfully request a revision of this requirement to enable multiple Engagements from the same client to be used.**

A18. a) Yes, different Engagements from the same client can be profiled for more than one Service Category. However, the profiled Engagements must meet the requirements set out in the RFSA.

b) Yes, separate Engagements from the same client can be profiled for one Service Category. However, each of the three (3) Reference Engagement Forms submitted for a Service Category must be for different Engagements. For greater clarity, an Engagement may only be profiled once for a particular Service Category being offered.

c) Please see answer to question 2 in Addendum #2 dated October 21, 2020.

Q19. Appendix “C-2” (Reference Engagement Form Requirements), 2. Engagement Reference: Should we be part of a staffing MSP (where we have a direct relationship with the MSP provider rather than the end client), can we use the MSP contact as a client reference?

A19. CDIC would expect Suppliers to provide Reference Engagement Forms where the Supplier completed a specific body of work that was carried out pursuant to a specific client requirement/need. Ultimately, Suppliers are responsible to provide details in each of the three (3) Reference Engagement Forms of its experience and expertise as it relates to the particular Service Category under a Service Stream for which the Supplier is submitting a Proposal. Scoring of the Reference Engagement Form will be based on how well the Proposal demonstrates the Supplier’s technical experience and expertise in relation to the requirements in the RFSA and the level of detail of the Reference Engagement Forms provided.

Q20. Appendix “C-2” (Reference Engagement Form Requirements), Technical Experience and Expertise: When describing the scope of Services delivered for each Engagement, is CDIC looking for a match between the job description filled in the Engagement and the job description provided by CDIC?

A20. As per Section 1.10 of Appendix “C-2” (Reference Engagement Form Requirements), each Reference Engagement Form provided must thoroughly demonstrate the Supplier’s experience and ability in performing the Services with respect to the particular Service Category for which it wishes to be qualified within the Service Stream being proposed. The Supplier must describe **in detail** the evidence of skills for the Service Category being profiled. Suppliers can demonstrate their experience/skills by identifying and clearly describing specific experience with at least one (1) Role under the Service Category.

Q21. Schedule “F” (Form of Professional Services Agreement), Appendix D, Service Request Form: As rates are to be included at the RFSA stage, what would be the expectation of a “Mini-Quotation” when a Service Request Form is issued?

A21. As per Section 4, Service Request Process, of Schedule “A” (Statement of Work), CDIC will issue a Service Request to one or more SA Holders describing the requirements of a specific engagement, including the required timeframe to respond and requesting the SA Holder to propose appropriate personnel to provide the Services.

SA Holders will respond to the Service Request with submissions, which would include proposed pricing that are then evaluated by CDIC, who will select the most suitable SA Holder for its engagement through the issuance of a written Task Authorization.

Q22. Would CDIC please remove the requirement to have 3 unique references for each Service Stream?

It is very common that the expertise used for one Service Stream would also be relevant to another.

A22. Please see answer to question 2 in Addendum #2 dated October 21, 2020.

Q23. We ask that you remove the requirement to include project costs related to each reference. Many of our clients do not allow this, and I presume CDIC would not allow us to share this information with our other clients.

A23. This is a common/standard requirement in many public sector procurement processes/solicitations. CDIC will not be amending Appendix “C-2” (Reference Engagement Form Requirements) to delete the Engagement Value requirement.

Q24. I am writing to confirm if CDIC considers approved Supplier Arrangement Holders under Government of Canada ProServices Method of Supply for future work? Essentially, the government has already gone through the vetting process which may help to speed up the procurement process.

A24. The supply arrangement referenced in the question above is not related to the RFSA. The intent of the RFSA is to establish a new CDIC-specific multi-year Supply Arrangement vehicle with experienced and qualified firms, capable of delivering the services of qualified resources, as described in the RFSA. This Supply Arrangement will allow CDIC to request services on an as and when required basis through a Service Request to qualified firms (SA Holders).

Q25. Is it acceptable if we use the same projects for both Service Streams? For example, we have done data migration as solution delivery but supplied Infrastructure support team later as task-based?

A25. Please see answer to question 2 in Addendum #2 dated October 21, 2020.

Q26. Can we use same reference for multiple Service Categories on the same project? For example, on a project if we have supplied Business Analyst, Project manager and SharePoint Architect, can same reference be used for all 3 categories?

A26. Please see answer to question 2 in Addendum #2 dated October 21, 2020.

Q27. With regards to Item 15, Open Supply Arrangement, CDIC indicates that the Supply Arrangement will be open during the term, assuming over the 5 years, “pursuant to the terms and conditions of a separate request for Supply Arrangement”.

a) **Would CDIC please indicate how this “separate” request would proceed? For example, quarterly, semi-annually, ad-hoc?**

b) **When is the next release for the RFSA planned?**

A27. a) As per Section 15, Open Supply Arrangement, of the RFSA, such a request/process would be conducted through the terms and conditions of a separate request for Supply Arrangement.

b) There are currently no anticipated timelines for the issuance of a “refresh” to the Supply Arrangement established as a result of the RFSA. Such a process, if any, will be issued at CDIC’s sole and absolute discretion.

Q28. How many firms does CDIC intend to qualify for the Service Stream #1 and Service Stream #2 categories? For example, the same for each, more for Service Stream #2, fewer for Service Stream #1?

A28. Please see answer to question 6 in Addendum #2 dated October 21, 2020.

Q29. For Service Stream #1, would CDIC please provide details about how a typical procurement would occur? For example, how many approved vendors could bid and how long will they have to respond?

a) **How would vendors be selected to bid, on a rotation basis or by specialty?**

b) **Will rates be scored at that time?**

- A29. a) The number of SA Holders invited to bid on an engagement or Service Request will be determined by the dollar value of the engagement. In addition, the Supplier(s) invited to submit a response to a Service Request process will be selected based on the Service Stream, Service Category and Role (if applicable) required by CDIC.

For greater clarity, only Suppliers qualified to offer Services under such Service Stream, Service Category and Role (if required) will be invited to submit a bid/response through a Service Request process.

Please see Section 4, Service Request Process, of Schedule "A" (Statement of Work) for additional information on the Service Request process.

- b) Please see answer to question 21, above.

Q30. Does CDIC foresee any offshore Services to be leveraged for either Service Stream?

- A30. As per Section 7, Location of Work, of Schedule "A" (Statement of Work), the location of work will be identified by CDIC at the time of issuance of the Service Request. The determination as to whether the work must be performed on-site or off-site will be at CDIC's sole discretion.

Q31. What amount of funds has CDIC allocated or budgeted to fund this RFSA?

- A31. Please see answer to question 3 in Addendum #2 dated October 21, 2020.

Q32. In Appendix "C-2" (Reference Engagement Form Requirements), of the RFSA, Reference Engagement Form Requirements, item 1.4 states "A Supplier may not submit the same Reference Engagement Form for more than one (1) Service Category" and "an Engagement may only be profiled once in a Supplier's Proposal".

In the case where a Supplier may want to respond to both Service Streams, do the above statements mean that the same Reference Engagement cannot be used in both Service Streams?

- A32. Please see answer to question 2 in Addendum #2 dated October 21, 2020.

Q33. Could you provide the anticipated dollar spend per year from Service Stream #1 and the anticipated dollar spend for Service Stream #2?

- A33. Please see answer to question 3 in Addendum #2 dated October 21, 2020.

Q34. We are interested in bidding on both Service Streams which will be a heavy lift estimating a large team doing a month's worth of work, therefore we are requesting:

- a) **the Proposal Submission Deadline be extended to November 30th;**
- b) **and the Deadline for Suppliers to Submit Questions be extended to November 6th.**

A34. Please see answer to question 1 in Addendum #2 dated October 21, 2020.

Q35. Regarding Appendix "C-2" (Reference Engagement Form Requirements), CDIC states that a separate form must be used for each proposed Service Category under a Service Stream with a total of 54 distinct Reference Engagement Forms required for the submission. Because an Engagement can be used only once within a Supplier's Proposal, this means a Supplier must have completed more than 54 distinct Engagements. Additionally, because an Engagement can be used only once, the requirement does not allow for the use of larger Engagements which tend to involve the provision of resources across multiple Service Categories.

- a) **Would CDIC please consider modifying the Reference Engagement Form Requirements to allow an Engagement to be used more than once within a Supplier's Proposal?**
- b) **If CDIC agrees to allow an Engagement to be used more than once within the Supplier's Proposal, please confirm only one (1) Reference Engagement Form may be used to provide information for multiple Service Categories on the Engagement.**

A35. Please see answer to question 2 in Addendum #2 dated October 21, 2020.

Q36. Can a Supplier respond to only 1 Service Category under a Service Stream and if qualified by CDIC then be eligible for all other Service Categories within that Service Stream, even if the Supplier did not respond as part of the initial RFSA submission, particularly as the Supplier builds out certain capabilities over time?

A36. No, Suppliers must provide three (3) completed Reference Engagement Forms for each Service Category being offered under a Service Stream in order for the Supplier's offer for that Service Category to be qualified.

As per Section 15, Open Supply Arrangement, of the RFSA, it is currently CDIC's intention that the Supply Arrangement established under the RFSA will be open during the term of the Supply Arrangement to allow, pursuant to the terms and conditions of a separate request for Supply Arrangement:

- i. additional firms to be selected as SA Holders under the Supply Arrangement for any one or both of the Service Streams and/or Service Categories and/or Roles described in this RFSA; and/or

- ii. qualified SA Holders to be selected to provide services in Service Streams and/or Categories of resources for which they were not previously qualified under this RSFA; and/or
- iii. firms to be selected as SA Holders under this Supply Arrangement for new Service Streams and/or Categories of resources that may be added by CDIC in the future.

Q37. The Reference Engagement Form has word limits that constrain Suppliers from providing the detailed evidence of the skills necessary for the Service Category, particularly under Service Stream #1.

Is it acceptable to provide details for 1 Service Category Role and list other Roles that were part of the Reference Engagement by Supplier?

A37. Yes, it would be acceptable for Suppliers to provide details for one (1) Role and list other Roles for a particular Service Category within the Reference Engagement profiled in the Reference Engagement Form.

Also, please see answers to question 38, question 39 and question 41 below.

Q38. As per Appendix "C-2" (Reference Engagement Form Requirements), section 1.2: For a Service Category under Service Stream #1 ONLY, Suppliers should also identify at least one (or more) relevant Role(s) by placing an (X) in the box beside the name of the Role(s).

- a) Can CDIC please provide point break down for Suppliers demonstrating how the points will be allocated?
- b) Is it possible to achieve full points if the references only speak to one specific relevant Role per Service Category in Stream #1?

A38. a) The Proposals will be evaluated in accordance with the competitive process set out in Schedule "B" (Evaluation and Selection Process). Additionally, the assigned points are provided for each Rated Requirement in Appendix "C-1" (Technical Offer Form) and Appendix "C-2" (Reference Engagement Form Requirements), respectively. No additional points breakdown will be provided to Suppliers.

b) Yes, it is possible to achieve full points if the Reference Engagement Form only speaks to one specific relevant Role per Service Category in Service Stream #1.

For greater clarity, Suppliers are not required to submit separate Reference Engagements Forms for each of the forty-one (41) Roles under Service Stream #1. Suppliers that qualify for a specific Service Category will qualify for ALL Roles for which they have provided a rate in Appendix "D-1" (Financial Offer for Service Stream #1).

Q39. Appendix “C-2” (Reference Engagement Form Requirements): In order to qualify for multiple Roles under a specific Service Category in Service Stream #1, does each Reference Engagement Form need to refer to every Role under that Service Category?

A39. No, as per Section 1.10 of Appendix “C-2” (Reference Engagement Form Requirements), Suppliers can demonstrate their experience/skills by identifying and clearly describing specific experience with **at least one (1)** Role under the Service Category.

For greater clarity, as per RR #4.1 of Section 4, Technical Experience and Expertise of the Reference Engagement Form, for a Service Category under Service Stream #1 ONLY, Suppliers should describe relevance to the scope of at least one (1) Role as described in Appendix “A-1” (Service Stream #1: Staff Augmentation Services, Service Categories and Roles).

CDIC confirms that if a Supplier qualifies under a particular Service Category, the Supplier will qualify for ALL Roles for which they have provided a rate in Appendix “D-1” (Financial Offer for Service Stream #1).

For greater clarity, only SA Holders that have provided a rate in Appendix “D-1” (Financial Offer for Service Stream #1) for a particular Role under a Service Category in Service Stream #1 may be qualified for that Role under a Service Request.

Q40. Regarding Appendix “C-2” (Reference Engagement Form Requirements), Item 1.4: Would CDIC reconsider its requirement that an Engagement may only be profiled once in a Supplier’s Proposal?

The RFSA already requires a substantial amount of information, and the requirement for distinct Engagements is onerous for Suppliers wishing to qualify for more than one Category. Limiting Suppliers to profiling only one Service Category per Engagement where they have been engaged to provide Services in multiple Service Categories presents an arbitrary barrier to Suppliers who may have fewer but more substantial projects, and more significantly, will generally require Suppliers to provide more named client contacts who are willing to act as references. With a significant number of organizations (including some government departments) restricting their employees from providing references, this impacts the number of engagements a Supplier can present.

A40. Please see answer to question 2 in Addendum #2 dated October 21, 2020.

- Q41. a) Does CDIC require named Supplier to submit individual resource profiles for each Role mapped to the Role’s specific responsibilities and minimum qualifications?**
- b) If so, is 1 representative resource profile sufficient for each of the 41 Roles, or a subset as appropriate?**
- c) If so, does the resource profile have to map to a specific Reference Engagement?**
- d) If so, where does this information appear in Schedule “E” (Mandatory Proposal Forms)?**

A41. a) No, Suppliers are not required to submit separate Reference Engagements Forms for each of the forty-one (41) Roles under Service Stream #1 or map each Role to their specific responsibilities/ qualifications. Suppliers that qualify for a specific Service Category will qualify for ALL Roles for which they have provided a rate in Appendix “D-1” (Financial Offer for Service Stream #1).

As per Section 1.2 of Appendix “C-2” (Reference Engagement Form Requirements) of the RFSA, a separate Reference Engagement Form must be used for each proposed Service Category under a Service Stream using only the Service Category name referred to in the RFSA for which the Supplier wishes to be qualified.

For a Service Category under Service Stream #1 ONLY, Suppliers should also identify at least one (or more) relevant Role(s) by placing an (X) in the box beside the name of the Role(s) under Section 1 of the Reference Engagement Form. The Suppliers should also clearly describe relevance to the scope of at least one Role, as described in Appendix “A-1” (Service Stream #1: Staff Augmentation Services, Service Categories and Roles) of the RFSA, in Section 4 of the Reference Engagement Form.

- b) Please see answer to a), above.
- c) Please see answer to a), above.
- d) Not applicable, as such information is not mandatory.

Q42. Can CDIC confirm if Suppliers are to provide resource profiles for each of the 41 Roles or the subset the Supplier intends to respond to?

If so, are Suppliers expected to provide resource profiles for each of the 3 specified levels?

A42. No, “resource profiles” or Reference Engagement Forms for each of the forty-one (41) Roles under Service Stream #1 are not required.

Also, please see answers to question 38, question 39 and question 41, above.

Q43. Can CDIC specify which Service Categories and or Roles will require a resource bilingual in English and French?

A43. As per Section 6, Language Requirements, of Schedule "A" (Statement of Work), SA Holders must be able to provide resources who are proficient in English, at a minimum, and in some cases may be required to provide bilingual resources who are proficient in English and French. When CDIC advises of the need to fill a Role for a respective Service Stream, CDIC will specify the language requirement for the assignment at the time of issuance of the Service Request.

NOTE: Suppliers are advised that CDIC will be posting additional addendum documents, which include questions and answers, prior to the Deadline for Response to Suppliers Questions.

[END OF ADDENDUM #4]