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**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

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Title - Sujet TBIPS 47419-211212 TBIPS IT PROF SERVICES	
Solicitation No. - N° de l'invitation 47419-211212/A	Amendment No. - N° modif. 005
Client Reference No. - N° de référence du client 47419-211212	Date 2021-02-10
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-629-38925	
File No. - N° de dossier 629el.47419-211212	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2021-02-24 Heure Normale de l'Est HNE	
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: Morin, Sylvie	Buyer Id - Id de l'acheteur 629el
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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

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

QUESTIONS AND ANSWERS

Question 18

Re Section 3.3 Technology Architect, Systems Integrators – Two-Factor Authentication Point Rated Criteria R1 on page 97 of the RFP

As written, item 1 in Point Rated Criteria R1 unnecessarily discriminates against qualified senior resources who otherwise meet all of the Client’s requirements. In our experience, senior resources have developed the required experience providing multi-factor authentication services for both Government organizations as well as private sector organizations of similar or larger size and scope to a Government organization.

We respectfully request that Point Rated Criteria R1 be amended as per below:

#	Point Rated Criteria –	MAX	Point Grid
R1	<p>The Bidder should demonstrate that the proposed resource has experience, within the last two (2) years prior to solicitation issue date, engineering the following types of terminal services implementations:</p> <ol style="list-style-type: none"> 1. Connectivity to a remote Citrix backend on a Government organization’s network OR on a private sector organization’s network of similar size and scope to a Government organization. 2. Integration of an office automation suite on Citrix to a Content Management System 	10	<p>Five (5) points for each item supported by one (1) project reference.</p> <ol style="list-style-type: none"> 1. Connectivity to a remote Citrix backend on a Government organization’s network OR on a private sector organization’s network of similar size and scope to a Government organization. 2. Integration of an office automation suite on Citrix to a Content Management System <p>Up to a maximum of ten (10) points.</p>

Answer 18

See RFP amendment below.

Question 19

Section 2.0 Resource Evaluation Criteria on page 80 of the RFP

With respect to the request under Section 2.0 Resource Evaluation Criteria to provide contact information of client project representative for each identified project, some Mandatory requirements, such as **M3 in Section 2.5 Resource Mandatory Requirements – Technology Architects, Development Centre Specialist Level 3** (page 86 of the RFP), ask for a minimum of 10 years of experience. It is unfeasible to attain relevant references throughout this timeframe, given normal attrition rates of clients and of the workforce in general.

Please confirm that for resource mandatory requirements, only two recent (within the past 5 years) references shall be required to substantiate experience and/or knowledge claimed.

Answer 19

Canada has considered your request. However, the requirement remains unchanged.

Question 20

Re 3.4 Technology Architects – Systems Integrators – Legacy Level Point Rated Criteria R4 on page 106 of the RFP

As written, the Point Grid for R4 indicates up to a maximum of fifteen (10) points. Please confirm that this is a typo and the maximum is ten (10) points.

Answer 20

See RFP amendment below.

Question 21

Point Rated Criteria R3 for the Technology Architect (Capacity Management), Level 3 requires resources to have experience with 10 separate technologies in the last 2 years. To better reflect the range of technologies typically used by a resource in this category over a two-year period, will CBSA consider modifying the requirement to reflect experience with 8 of the 10 technologies and making the max score for this requirement 8 points (1 point per technology)?

Answer 21

Canada has considered your request. However, the requirement remains unchanged.

Question 22

Point Rated Criteria R3 for the Technology Architect (Capacity Management), Level 3 requires resources to have experience with both Drupal and WordPress, which are not commonly used together within the Government of Canada. Would CBSA accept experience with GCDocs, the standard content management technology used by the Government of Canada, and Apollo, CBSA's implementation of GCDocs, as equivalent experience to WordPress and Drupal?

Answer 22

Canada has considered your request. However, the requirement remains unchanged.

Question 23

The scoring breakdown for Point Rated Criteria R5 for the Technology Architect (Development Centre Specialist), Level 3 requires resources to have more than 10 years of experience within the last 10 years to score full points, which is not possible. Would CBSA modify the scoring breakdown to have the 7+ to 10 years requirement equal 10 points?

Answer 23

See RFP amendment below.

Question 24

Point Rated Criteria R1 for the Technology Architect (Development Centre Specialist), Level 3 has an inconsistency in the scoring breakdown. It is unclear how resources with experience between 9 and 10 years would score. To remain consistent in the scoring, would CBSA please adjust scoring for this requirement to read the following:

- 5+ to 6 years = 1 points
- 6+ to 7 years = 2 points
- 7+ to 8 years = 3 points
- 8+ to 9 years = 4 points
- 9+ to 10 years = 5 points

Answer 24

Please refer to Solicitation Amendment 04 and the response to question 15.

Question 25

Many of the technologies in Point Rated Criteria R2 for the Technology Architect (Development Centre Specialist), Level 3 are similar in nature such as SOAP Web Services & RESTFUL Web Services or Cruise Control & Jenkins, making it difficult for resources to have 9+ years of experience in each within the last 10 years, as these technologies would rarely be used together in the same projects. Would CBSA consider modifying the requirement to be experience within

the last 15 years to give resources a larger timeframe to claim experience in all 16 of the technologies?

Answer 25

Please refer to Solicitation Amendment 04 and the response to question 15.

Question 26

RE Amendment 001

Amendment 001 removed, in its entirety, Corporate Mandatory Criteria M3 in Attachment 2. We are concerned that quality management is important to the Crown in the delivery of professional services to support ongoing critical and complex CBSA infrastructure projects.

We respectfully request that the Crown reconsider the previous Amendment to remove the criteria for valid ISO certification from mandatory to a point-rated requirement to ensure CBSA receives the desired value in service delivery while not penalizing Bidders who may not hold ISO certification.

Answer 26

Canada has considered your request. However, the requirement remains unchanged.

RFP AMENDMENT

1. At Attachment 3, Bid Evaluation Criteria – Rated Requirements, 3.3 Technology Architects – Systems Integrators - Two-Factor Authentication Level 3,

Delete R1 in its entirety

Insert:

R1	The Bidder should demonstrate that the proposed resource has experience, within the last two (2) years prior to solicitation issue date, engineering the following types of terminal services implementations: 1. Connectivity to a remote Citrix backend on a Government organization's network OR on a private sector organization's network.	10	Five (5) points for each item supported by one (1) project reference. 1. Connectivity to a remote Citrix backend on a Government organization's network OR on a private sector organization's network.		
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	2. Integration of an office automation suite on Citrix to a Content Management System		2. Integration of an office automation suite on Citrix to a Content Management System Up to a maximum of ten (10) points.		
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2. At Attachment 3, Bid Evaluation Criteria – Rated Requirements, 3.4 Technology Architects – Legacy Systems Level 3, at R4 Point Grid,

Delete:

Up to a maximum of fifteen (10) points

Insert:

Up to a maximum of **ten** (10) points

3. At Attachment 3, Bid Evaluation Criteria – Rated Requirements, 3.5 Technology Architects – Development Center Specialist Level 3,

Delete R5 in its entirety

Insert:

R5	The Bidder should demonstrate that the proposed resource has experience, within the last ten (10) years prior to the solicitation issue date, working as a Technology/Software Architect under Software Development Life Cycle (SDLC) system integration principles on systems of a legislative nature or of a National Security connotation.	10	1+ to 3 years = 2 point 3+ to 5 years = 4 points 5+ to 7 years = 6 points 7+ to 8 years = 8 points 8+ years = 10 points Up to a max of 10 points		
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED