

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À :

Transport Canada /Transports Canada
 Attention: Barbara Gorman
 Email/Courriel: barbara.gorman@tc.gc.ca

SOLICITATION AMENDMENT
MODIFICATION DE LA SOLLICITATION

Comments – Commentaires

Proposal To: Transport Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

Proposition à : Transports Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s).

En apposant ma signature ci-après, j'atteste, au nom du soumissionnaire, que j'ai lu la demande de propositions (DP) en entier, y compris les documents incorporés par renvoi dans la DP et que :

1. le soumissionnaire considère qu'il a les compétences et que ses produits sont en mesure de satisfaire les exigences obligatoires décrites dans la demande de soumissions;
2. cette soumission est valide pour la période exigée dans la demande de soumissions ;
3. tous les renseignements figurant dans la soumission sont complets, véridiques et exacts; et
4. si un contrat est attribué au soumissionnaire, ce dernier se conformera à toutes les modalités énoncées dans les clauses concernant le contrat subséquent et comprises dans la demande de soumissions.

Title – Sujet	
Informatics Professional Services / Services informatiques professionnels	
Solicitation No. – N° de l'invitation	Date
T8080-200133-1	May 25 2021 / 25 mai 2021
Client Reference No. – N° référence du client	
GETS Reference No. – N° de référence de SEAG	
Solicitation Closes	Time Zone
L'invitation prend fin	Fuseau horaire
at – à	02 :00 PM – 14h00
on – le	June 2, 2021 / 2 juin 2021
Eastern Daylight Time (EDT) Heure Avancé de l'Est (HAE)	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address inquiries to – Adresser toute demande de renseignements à :	
email/Courriel : barbara.gorman@tc.gc.ca	
Area code and Telephone No.	
Code régional et N° de téléphone	
343-550-2175	Email: barbara.gorman@tc.gc.ca
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction	
National Capital Region	
Instructions: See Herein	
Instructions : Voir aux présentes	
Delivery required -Livraison exigée	Delivery offered -Livraison proposée
See Herein – Voir aux présentes	
Jurisdiction of Contract: Province in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Compétence du contrat : Province du Canada choisie par le soumissionnaire et qui aura les compétences sur tout contrat subséquent (si différente de celle précisée dans la demande)	
Vendor/firm Name and Address	
Raison sociale et l'adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone	
e-mail - courriel	
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

RFP QUESTIONS AND ANSWERS AND AMENDMENTS

File: T8080-200133-1

Initiative: Informatics Professional Services

RFP Issued: May 4, 2021

RFP Closed: June 2, 2021 02:00 PM

THIS SOLICITATION AMENDMENT IS RAISED TO:

1. Provide clarification and answers to questions from potential suppliers.

Number	Questions/Answers/Amendments
Question 23	<p>Would Transport Canada please reconsider amending its corporate criteria to allow for vendors to use contracts of other TBIPS categories like B.1 Business Analyst, A.12 Web Architect and B.2 Business Architect that are design focused by task mapping a minimum of 50% of the SOW's tasks?</p> <p>Please reconsider and review the following three points as substantiation and reasoning.</p> <ul style="list-style-type: none"> • In the solicitation and posting, Transport Canada says that “The work is currently being performed through contract T8086-172450/005/ZM”. However, due to the fact that Transport Canada is restricting corporate response criteria to only contracts with B.7 Business Transformation Architect, B.6 Business Systems Analyst or B.3 Business Consultant, the current incumbent services contract could not even be used to demonstrate ability to deliver services. • Consider the three TBIPS categories, B.7 Business Transformation Architect, B.6 Business Systems Analyst or B.3 Business Consultant, have been chosen randomly, since there are no TBIPS categories specifically applicable to service design work. Can Transport Canada consider that other departments may have chosen categories like B.1 Business Analyst or A.12 Web Architect or B.2 Business Architect for their Service Design contracts? • Transport Canada will accept tasks mapping for substantiation of rates. Please refer to page 23, section (ii) in relation to substation of professional services rate, where Transport Canada states: <i>“(ii) in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation.</i>
Answer 23	See Answers 5 and 11.

Number	Questions/Answers/Amendments
Question 24	Could Transport Canada please provide an explanation as to why in this RFP, a Business Systems Analyst and Business Consultant Contract is acceptable for rate substantiation, and a TBIPS contract that has Business Analyst or Web Architect categories, with Service Design focused Statement of Work is not relevant to meet Corporate criteria?
Answer 24	Transport Canada's needs are based on operational requirements.
Question 25	The initial Q/A response took from May 4 (RFP issue date) to May 18 (Amendment 01 issue date) for vendors to receive answers that were directly impacting the selection of contract references to meet RFP criteria. Would Transport Canada please grant a two week extension to allow for adequate vendor response to a solicitation of this size?
Answer 25	Due to operational requirements, no further extensions will be granted.
Question 26	Would Transport Canada please consider reducing the Lower median band to 5% versus 20% as the current level limits the commercial viability of the contract?
Answer 26	See Answer 3
Question 27	Would Transport Canada accept Government of Canada Cloud Migration services or the new Government of Canada EPS migration services as suitable references to demonstrate BTA services?
Answer 27	For MTC2, Transport has identified the emerging technologies it will accept.
Question 28	Would the crown extend the end date of the bid by 2 weeks?
Answer 28	See Answer 25
Question 29	<p>The first amendment was received May 18 2021 (nine calendar days prior to bid closing) which is after the last day allowed for enquiries. This is highly unusual for TBIPS tendered RFPs. The Amendment and answers to questions also made significant changes, adjustments and clarifications that now require additional questions and clarifications. The most significant change in the Amendment is for RTC4, which now can require up to 5 Letters of Attestation signed by clients for completed design deliverables developed by the proposed Resource, which gives bidders a very limited time to obtain these signatures for the RFP response, including difficulty reaching clients due to the upcoming statutory holiday (Victoria Day).</p> <p>Due to the unusual timing of the release of the first Amendment with no possibility of asking clarification questions, to the delay in receiving answers to key questions, and to the nature of the changes and answers that were provided, we respectfully request that Transport Canada extend the bid response date by two weeks to June 10</p>
Answer 29	See Answer 25
Question 30	Could Transport Canada clarify that the description of the deliverable for RTC3 & RTC4 is sufficient without requiring a client signature as indicated in the amendment to RTC3.
Answer 30	See Amendment 7. For RTC3 and RTC4 Canada will accept a copy of the deliverable OR a signed letter attesting to the deliverables as defined in the amendment.

Number	Questions/Answers/Amendments
Question 31	Amendments to requirements RTC3 & RTC4 include conflicting information. RTC4 now requires that each proposed candidate provide either a copy of a design deliverable or a signed Letter of Attestation from the client for these deliverables. Considering the amount of time required to obtain approval to release documentation created for federal government project audiences or to obtain Letters of Attestation from clients, we respectfully request that Transport Canada amend the requirement to only require a detailed description of the deliverable/product (as described in amendments to RTC3 & RTC4) along with the reference contact information already required for all cited projects, to ensure that Transport Canada does not inadvertently disqualify otherwise highly sought-after and qualified candidates with extensive experience on Government of Canada projects.
Answer 31	See Answer 30.
Question 32	Requirement MTC5 requests that Projects must demonstrate that the Resource provided has experience meeting fifty percent (50%) or more of tasks a., b., c. and g. identified in Annex A – Statement of Work. Could Transport Canada confirm that the letters are included in error and that the requirement should be that resources should meet 50% of all SOW tasks as listed in section 3.2 of the SOW, in alignment with requirement MTC6?
Answer 32	See Amendment 8
Question 33	Reference Amendment 1, Q&A#1 – MTC2 Answer 1 of Amendment 1 agreed for MTC2 to allow contracts that were ongoing during the last three years. However, the new MTC2 contained in the Amendment still does not indicate this? Could Transport Canada please clarify and confirm through RFP Amendment?
Answer 33	See Amendment 9
Question 34	Reference Amendment 1, Q&A#2 – RTC3 & RTC4 Answer 2 of Amendment 1 agreed for RTC3 and RTC4 that client attestation would be allowed in lieu of submitting actual document(s). However, the new RTC3 contained in the Amendment still does not indicate this? Could Transport Canada please clarify and confirm through RFP Amendment?
Answer 34	See Answer 30
Question 35	Would Transport Canada consider extending the due date by two weeks?
Answer 35	See Answer 25
Question 36	Would Transport Canada consider contracts, other than TBIPS?
Answer 36	Canada requires Contractors who have experience providing resources under the TBIPS Supply Arrangement.
Question 37	May vendors use private sector contracts to demonstrate experience? If so, will Transport Canada consider a demonstration of equivalent experience via 75% task mapping to the appropriate TBIPS category?
Answer 37	See Answers 5, 11 and 36.

7 DELETE THE **RATED TECHNICAL CRITERIA RTC3** and REPLACE with the following:

RTC3 The Contractor should demonstrate that the proposed Resource Level 3 has completed one of the deliverables listed below while working on a project listed in MTC5.

The following deliverables will be accepted:

- Service Vision and Strategy (Channel Strategy, SWOT, Lean Business Model, Customer Lifecycle Maps, Value Stream Maps)
- Research and/or Service Design Plans
- Reports and/or presentations on recommended improvements of the Service
- Research Artefacts, or Visualization (Personas, Customer Journey Map, Affinity Mapping, Service Blueprints, Analytics, Usage Reports, Usability Testing, Client feedback report)
- Information Architecture (Sitemaps, domain models)
- Prototypes (Simulations, Service Safaris, Wireframes, interactive prototypes, Service Staging)
- Service Design Deliverables (SWOT, Service Safaris, User journeys, Process Diagrams, Service Blueprints, Channel Strategy, Story Boards, Service Staging, Process Map, Organizational Structure)

1) A copy of the completed design deliverable developed by the proposed Resource must be provided.

OR

2) A signed letter from the client attesting to the completed design deliverables developed by the proposed resource.

The letter must include the following:

- Name of the product;
- Who the product was for (organization and name of Point of Contact);
- Reasons for creating this type of product;
- Goal of creating the product;
- Paragraph explaining the product;
- Paragraph explaining the desired outcomes the product was helping to achieve and an explanation of how the product helped to achieve them; and
- Paragraph describing the quality of the product.

8 DELETE THE **RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE MTC6** in its entirety and REPLACE with the following:

MTC6 The Contractor must clearly demonstrate for the proposed Level 2 Resource must have the following:

- 1) Using projects, that the proposed Resource has a minimum of five years of experience within the past seven years as a B.7 Business Transformation Architect, B.6 Business System Analyst or B.3 Business Consultant - Level 2.

~~The Project must demonstrate that the Resource provided fifty percent (50%) or more of tasks identified in the Task Authorization – Statement of Work.~~

The Project must demonstrate that the Resource provided fifty percent (50%) or more of tasks a., b., c. and g. identified in Annex A – Statement of Work.

The following information must be provided to be considered:

- Organization Name
- Project Name
- Role on Project
- Duration
- Valid Reference and Contact information

9 DELETE THE **CORPORATE MANDATORY CRITERIA MTC2** in its entirety and REPLACE with the following:

MCT2 BIDDER'S EMERGING TECHNOLOGY EXPERIENCE

The Bidder must demonstrate its experience in providing services in at least 1 of the following emerging technologies using an agile methodology:

- a) Artificial Intelligence;
- b) Augmented Reality;
- c) Blockchain;
- d) Biometrics; or
- e) Internet of Things

by presenting at least one project (contract) whereas the services provided for a Government organization client.

To be accepted, each contract must:

1. have been with a single client;
2. have been awarded **or on going**, within the last 3 years prior to the solicitation closing date;
3. have an initial minimum value of \$1,000,000.00 (CAD) excluding applicable taxes;
4. have an initial minimum Contract Period of one year.

To demonstrate this experience, the Bidder must provide a brief description and a customer reference for the contract. The description and reference must include the following information:

1. A description of the project outcomes, tasks and deliverables.
2. A description of the agile methodology used and how the team worked within that methodology.
3. The first and last name of the resource and the total number of days billed per resource under the Contract.
4. A Contract serial number or other unique contract identifier;
5. The start date and expiry date of the Contract;
6. The Contract value, including GST/HST;
- ~~7. The number of B.7 Business Transformation Architects, B.6 Business System Analyst or B.3 Business Consultant Resource – Level 3 simultaneously or consecutively provided concurrently over 12 consecutive months where at least three fifths of the resources were Level 3;~~
8. The organization name;
9. The name, title, and either the telephone number or email address of the organization's contact responsible for the contract who can validate the information presented; and
10. The front page of each of the reference Contract.

It is the Bidder's responsibility to ensure that any information divulged is with the permission of the reference provided.

ALL OTHER TERMS AND CONDITION REMAIN THE SAME