

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
T8080-200133-2	July 23 2021 / 23 juillet 2021
Client Reference No. – N° référence du client	
Amendment 2	
GETS Reference No. – N° de référence de SEAG	
Solicitation Closes L'invitation prend fin	Time Zone Fuseau horaire
at – à	02 :00 PM – 14h00
on – le	July 27 August 4, 2021 / 28 juillet 4 août 2021 12 August 2021 / 12 aout 2021
Daylight Saving Time (DST)	
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: T8080-200133-2

Initiative: Informatics Professional Services

RFP Issued: July 8, 2021

RFP Closes: ~~July 28 August 4, 2021~~ August 12, 2021 02:00 PM

THIS SOLICITATION AMENDMENT IS RAISED TO:

1. Provide clarification and answers to questions from potential suppliers;
2. Extend the closing date; and
3. Make amendments to the Request for Proposal

Questions and Answers

Number	Questions/Answers
Question 24:	Re MTC1 5 have provided at least five resources from any of the Categories under Stream 1: Applications Services or Stream 4: Business Services, simultaneously or consecutively for a period of at least 12 consecutive months where at least three fifths of the resources were Level 3. Given that the Rated already gives points for longevity in RTC1, and then gives points for short term in RTC2, will the Crown change this to 6 consecutive months?
Answer 24:	Canada has reviewed your request and MTC1 remains as is.
Question 25:	MTC1: We noted that the first sentence in the first paragraph of the criterion reads: The Bidder must demonstrate its experience in providing, Stream 1: Applications Services and Stream 4: Business Services Resources – utilizing Level 3 and Level 2 resources However, in the 5 th bullet below, it reads: have provided at least five resources from any of the Categories under Stream 1: Applications Services or Stream 4: Business Services Can the word “and” be changed to “or” in the first sentence to make it consistent with the 5 th bullet of the same criterion?
Answer 25:	See Answer 4 and Amendment 4.
Question 26	MTC requires that the reference align to the "technologies identified in Annex A - Statement of Work". Other than Cloud Computing in section 5.2, there are no technologies specifically identified in Annex A - Statement of Work. Could TC please clarify this requirement?
Answer 26	Canada will amend MTC1 as follows: “ whereas the services provided are in line with the Tasks and Deliverables identified in Annex A – Statement of Work.” See Amendment 9.
Question 27:	In RTC1, bidders require 4 tasks from Annex A. If using the same project, do we require 4 tasks per 3 month period or for the full project?
Answer 27:	Canada confirms that the bidder must provide an Initial Contract Period of at least three months, to at least four of the tasks identified in Annex A Statement of Work.

Number	Questions/Answers
Question 28:	<p>In RTC1, the Points Allocation column indicates <i>A total of five (5) points will assigned per three month period for a maximum of forty (40) points</i></p> <p>It is our interpretation is that one (1) contract or task authorization of 24 months in length (total of eight 3-month periods) or two (2) 1 one-year contracts or TAs (total of eight 3-month periods) would receive the full forty (40) points. Can TC confirm this interpretation?</p>
Answer 28:	Canada confirms points will be allocated as follows: “five (5) points will be assigned per three month period for a maximum of forty (40) points.”
Question 29:	In RTC2, it is unclear what is meant by “within 5 business days for work of a temporary nature of three to six (3 to 6) months or less”. Can TC please clarify this criterion?
Answer 29:	Canada requires bidders who have experience providing proposed resources within 5 working days for work of a temporary nature.
Question 30:	RTC3 makes reference to a Level 3 Technical Architect. Can TC please confirm that this is meant to be a Level 3 Business Transformation Architect?
Answer 30:	See Answer 17 and Amendment 5.
Question 31	<p>RTC3 on the BTA L3 grid and RTC4 on the BTA L2 grid require that the resource demonstrate 4 projects (to score minimum) or 5 projects (to score full) supported by either a copy of the completed design deliverable or a signed client letter. We respectfully contend that this places an unreasonable burden on both resources and clients for the following reasons:</p> <ol style="list-style-type: none"> a. Resources typically should not remain in possession of completed design deliverables, which are the property of their clients. This will not be a realistic option for many resources. b. It will be difficult for resources to reach clients during the summer months and have them complete any kind of signed reference letter, much less one requiring an extensive review of the required details about product rationale/purpose, outcomes, quality, etc. <p>The Crown risks getting 0 bids again if this requirement remains as is, because in order to pass, a bidder must have two resources who can get at least four of these items (deliverable or letter) each prior to bid closing in two weeks.</p> <p>Therefore, we respectfully ask that the Crown accept 5 client references (1 per project) who can confirm the requested details, as provided in each resource’s detailed resume, to score full points.</p>
Answer 31	See Answer 6 and Amendments 6 and 7.
Question 32	In regard to RTC3 for the Senior level resources, and RTC4 for the Intermediate level resources, given the limited timeline and difficulty in obtaining five confidential deliverables or documents per proposed resource (that are likely to be deemed confidential by multiple clients), would the Crown consider reducing the amount of design deliverables developed to two (2) to better facilitate proponent’s ability to respond and achieve full rated points?
Answer 32	See Answer 6 and Amendments 6 and 7.

Number	Questions/Answers
Question 33	In Corporate Mandatory Criteria MTC1, bidders are asked to present at least one contract that has been awarded within the past five years prior to the solicitation closing date. This could unintentionally preclude bidders from presenting relevant ongoing contracts that were originally awarded outside that timeframe. Will Transport Canada accept a contract awarded within the past six years prior to the solicitation closing date? Alternatively, will Transport Canada accept a contract awarded outside the last five years as long as the rest of the requirements are met through experience billed within the last five years?
Answer 33	Canada has reviewed your request and MTC1 remains as Amendment 9.
Question 34	Due to the complexity of the RFP, including the large number of client references required, will Transport Canada kindly provide a one-week extension to the closing date to provide bidders with enough time to complete a comprehensive response?
Answer 34	Canada has reviewed your request and is granting one further week extension to August 12 2021. See Amendment 11
Question 35:	<p>In Attachment 4.2 (which bidders are to use to submit their evaluated price), the Crown has assigned varying estimated utilization, with the BTA L3 category being weighted as 1.5x the estimated utilization of the BTA L2. While this is in line with TC's estimated resource requirements, it could encourage bidders to manipulate their pricing by bidding higher rates for lower level resources within the same category. So, for example, for this solicitation, a bidder might find it strategic to bid the Business Transformation Architect L2 at the same or a higher rate than that of the L3. To avoid these issues, and ensure that bidders provide market rates with a meaningful difference between the Level 2 and Level 3 BTA rates that can be fulfilled on at the contracting stage, we respectfully ask the Crown to consider:</p> <p>a. inserting the following language into RFP subsection 3.3 ("Section II: Financial Bid"): <i>Variation in Resource Rates By Level: Where the financial tables provided by Canada allow different firm rates to be charged for different levels of experience within the same resource category and time period, for any such resource category and time period: the rate bid for level three must be the same or higher than that bid for level two.</i></p> <p>b. Changing the estimated number of days in Attachment 4.2 to be equal across both categories? This will protect the Crown from bidders who put low rates in an estimated high utilization category to get the total evaluated price down and encourage them to submit market rates instead, thereby minimizing potential disruptions to ongoing or future projects for the Crown.</p>
Answer 35:	Canada has reviewed your request. Part 3, Section II: Financial Bid and Attachment 4.2 will remain as is.

Number	Questions/Answers
Question 36:	<p>Re: section 4.3.1(b) Financial Evaluation - Method A (ii and iii):</p> <p>a. Section 4.3.1(b) Financial Evaluation - Method A (ii) – Firm Per Diem Median Rate Evaluation states: “Explanation: The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the lower band limit or more than the upper band limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.” From this, we are unsure how bid prices that fall outside of the median band will be evaluated.</p> <p>Therefore, we respectfully ask that the Crown consider modifying the financial evaluation to be similar to the language from Transport Canada’s most recent omnibus RFP, which was as follows:</p> <p style="text-align: center;"><i>Financial Evaluation - Method A: The following financial evaluation method will be used if three or more bids are determined responsive:</i></p> <p>STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BAND LIMITS FOR EACH PERIOD AND EACH RESOURCE CATEGORY: <i>The Contracting Authority will establish, for each period and each Resource Category of each Workstream, the median band limits based on the firm per diem rates provided by the technically responsive bids. For each such Resource Category the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses any rate to a value of minus (-) 10% of the median, and an upper median rate to a value of plus (+) 30% of the median. When an even number of technically responsive bids have been determined, an average of the middle two rates will be used to calculate the median band limits and for an odd number of technically responsive bids, the middle rate will be used.</i></p> <p>(i) STEP 2 - POINTS ALLOCATION: <i>For each period and each Resource Category of each Workstream points will be allocated as follows:</i></p> <p>(A) <i>A Bidder’s proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.</i></p> <p>(B) <i>A Bidder’s proposed firm per diem rate falling within the upper and lower median band limits, for that period and Resource Category, will be allocated points using the following calculation, which will be rounded to two decimal places:</i></p> <p style="text-align: center;"><i>Lowest proposed firm per diem rate</i></p> <p style="text-align: center;"><i>$\frac{\text{Within the median band Limits} \times \text{Maximum Points Assigned}}{\text{Bidders' proposed firm per diem rate at Table 1 below Within the median band limits}}$</i></p> <p>(C) <i>A Bidder’s proposed firm per diem rate falling within the established median band limits which is the lowest proposed firm per diem rate will be allocated the applicable maximum points assigned at Table 1 below.”</i></p>

Number	Questions/Answers
Answer 36:	Canada has reviewed your request and maintains that if three or more bids are determined responsive bids: “A financial calculation will occur for each Bidder by multiplying its firm per diem rates, or Median Rate(s) if applicable ³ , for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories in Attachment 4.2, Pricing Schedule, the sum of such rates will constitute Total Bid Price for that Bidder.”
Question 37	In Attachment 4.2, Pricing schedule, the “Level of Expertise” column instead contains the estimated # of resources required. Please confirm that, for each period (contract and options), the first line of the table should say “Level 3” and the second line “Level 2” in this column.
Answer 37	See Answer 22 and Amendment 8.
Question 38:	RTC3 on the BTA L3 grid references “Technical Architect.” Please confirm this is to be changed to Business Transformation Architect.
Answer 38:	See Answer 17 and Amendment 5.
Question 39:	Attachment 4.1, item 2.5, states: “For each proposed Resource, the Vendor must provide two (2) client references presented in the format indicated in Attachment 3.1 – Customer Reference Form.” We take this to mean that bidders are to provide two references per resource with the contact information requested in Attachment 3.1 – Customer Reference Form, and the Crown will then contact the chosen references to complete the form. Please confirm.
Answer 39:	Canada confirms that Bidders are to provide two references per resource with the contact information requested in Attachment 3.1 – Customer Reference Form and Canada may contact the chosen references to complete the “Questions for the Customer Reference”.
Question 40:	Please confirm that the resource security required at bid closing is SECRET.
Answer 40:	At bid closing proposed resources must a Reliability security clearance.
Question 41:	For Corporate MTC1, RTC1, and RTC2, please confirm that the bidder is permitted to use contracts where only L3 resources were provided.
Answer 41:	See Answer 13.
Question 42	<p>Corporate RTC1 states: “Each Contract identified must:</p> <p>Have an Initial Contract Period of at least three months, not including amendments, where the Bidder provided Level 2 and Level 3 resources from Stream 1: Applications Services or Stream : Business Services - where at least two thirds of the resources were Level 3 across different Contracts as long as the services were provided simultaneously . . .”</p> <p>a. The reference to “across different contracts . . .” doesn’t make sense, as all of these parameters are supposed to apply to a single contract. Please confirm that all the text after “Level 3” should be removed.</p>
Answer 42	Canada has reviewed your request and confirms the text “across difference Contracts as long as the services were provided simultaneously” should be removed. See Amendment 12
Question 43	For RTC1, what does “consecutive” mean within the context of using multiple contracts? Does it simply mean that each unit used to score must be three consecutive months providing three resources concurrently/simultaneously? Or would a three-month period in which three resources provided services consecutively (one after the other/not at the same time) be accepted towards the scoring?

Number	Questions/Answers
Answer 43	Canada has reviewed your question and would like to confirm: For each three month period where the Bidder has provided three or more resources whether on one contract or multiple contracts a total of 5 points will be awarded up to a maximum of 40 points.
Question 44	Would the Crown consider offering a one-week extension to ensure that bidders have time to incorporate answers from future amendments and ask additional questions, as required?
Answer 44	See Answer 34 and Amendment 11.
Question 45	The instructions for the Financial Bid say Bidders should complete the Basis of Payment provided in Annex B, however the financial evaluation says Bidders will be evaluated based on Attachment 4.2: Pricing Schedule. Please confirm if Bidders should submit the Pricing Schedule for their Financial Bid?
Answer 45	Canada confirms Bidders should submit their financial bid in Attachment 4.2 Pricing Schedule. See Amendment 10
Question 46	With respect to Corporate Mandatory Criteria MTC1, item 3 requests vendors to demonstrate contracts that have an initial minimum value of \$1,000,000.00 (CAD) excluding applicable taxes. As a minimum contract value does not demonstrate a vendor's ability to deliver on a contract, would Transport Canada consider amending MTC1 item 3, from initial minimum value to cumulative billed value, excluding applicable taxes?
Answer 46	Canada has reviewed your request and MTC1 remains as Amendment 9.
Question 47	With respect to Corporate Rated Technical Criteria RTC1, please confirm Bidders are permitted to demonstrate non-TBIPS contracts from government clients (Crown Corp, Provincial Government), provided they align with Stream 1: Applications Services or Stream 4: Business Services?
Answer 47	For RTC1, Bidders should demonstrate their experience where the Bidder provided Level 2 and/or Level 3 resources from Stream1: Applications Services or Stream 4 Business Services from the Task Based Informatics Professional Services method of supply.
Question 48	Given the complexity of the bid requirements in the subject solicitation, the volume of other Federal Government solicitations currently undergoing competition and the ongoing adjustments and accommodations in regard to COVID-19; including remote work, and reduced hours and staff, we respectfully request a two (2) week extension of the closing date to August 10, 2021.
Answer 48	See Answer 34 and Amendment 11.

Amendments

9. DELETE THE **CORPORATE MANDATORY CRITERIA MTC1** in its entirety and REPLACE with the following:

Part A: Corporate Mandatory Criteria

The Bidder must demonstrate its experience in providing, Stream 1: Applications Services ~~and~~ or Stream 4: Business Services resources – utilizing Level 3 and Level 2 resources by presenting at least one project (contract) whereas the services provided are in line with the Tasks and Deliverables **AND Technologies** identified in Annex A – Statement of Work. The project must be for services provided for a Government organization client.

To be accepted, each contract must:

1. have been with a single client;
2. have been awarded within the past five 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; and
5. have provided at least five resources from any of the Categories under Stream 1: Applications Services or Stream 4: Business Services, simultaneously or consecutively for a period of at least 12 consecutive months where at least three fifths of the resources were Level 3.

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

1. A description of the project outcomes, tasks and deliverables;
2. The first and last name of the resource(s) and the total number of days billed per resource under the Contract;
3. A Contract serial number or other unique contract identifier;
4. The start date and expiry date of the Contract;
5. The Contract value, including GST/HST;
6. The number of Resources simultaneously or consecutively provided concurrently over 12 months where at least three fifths of the resources were Level 3;
7. The organization name;
8. 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
9. 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.

10. DELETE THE 3.3 SECTION II: FINANCIAL BID in its entirety and REPLACE with the following:

3.3 SECTION II: FINANCIAL BID

- a. **Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedule provided in ~~Annex B~~ Attachment 4.2: Pricing Schedule of this bid solicitation. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables.
- b. **Variation in Resource Rates By Time Period:** For any given Resource Category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
 - i. the rate bid must not increase by more than 5% from one time period to the next and
 - ii. the rate bid for the same Resource Category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period
- c. **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- d. **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

11. DELETE from Page 1, Solicitation Closes August 4, 2021 and REPLACE with August 12, 2021
12. DELETE THE POINT RATED CORPORATE EXPERIENCE CRITERIA RTC1 in its entirety and REPLACE with the following:

Part B: POINT RATED CORPORATE EXPERIENCE

	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
RTC1	<p>The Bidder should have experience providing IT Professional Service Resources to undertake work that is the same or similar* as the tasks identified in Annex A of this Bid Solicitation.</p> <ol style="list-style-type: none"> 1. Using one or more reference Contract(s) that have been completed or are ongoing in the last seven years as of bid closing date, the Bidder should demonstrate that it has experience simultaneously or consecutively providing three or more resources from either Stream 1: Applications Services or Stream 4: Business Services; 2. Each Contract identified must: <ol style="list-style-type: none"> a) Have an Initial Contract Period of at least three months, not including amendments, where the Bidder provided resources Level 2 and/or Level 3 resources from Stream 1: Applications Services or Stream : Business Services - where at least two thirds of the resources were Level 3, across different Contracts as long as the services were provided simultaneously; b) The services provided by each Resource must have been the same or similar* to at least four of the tasks identified in Annex A Statement of Work of this Bid Solicitation; 3. The Bidder should provide the following information for each Contract identified: <ol style="list-style-type: none"> a) The name of the organization; b) The Client's full name, title, email address, and telephone number; 	40	A total of five (5) points will assigned per three month period for a maximum of forty (40) points.	

	Rated Technical Criteria	Maximum Points	Points Allocation	Bidder's Response (Reference to Substantiating Materials included in Bid)
	<p>c) The Contract number or reference number; d) The Project name under which the services were provided (if applicable); e) The start and end dates for the Initial Contract; Period, not including amendments; f) The number of Resources provided; and g) The description of the services provided including specific timelines by the Resource to demonstrate compliance with the identified tasks.</p> <p>Note to Bidder: The reference Contract must have been contracted with the Bidder submitting a bid for this requirement. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a Contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.</p> <p>*Similar is defined as industry accepted service design methods and practices resulting in their associated artifacts.</p>			

ALL OTHER TERMS AND CONDITION REMAIN THE SAME