



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions
→ TPSGC

Core 0B2 / Noyau 0B2

11 Laurier St.\11, rue Laurier

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

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Technology-Enabled Business Transformation Team
7→XY/Transformation des activités sur la technologie /
7→ XY

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

Title - Sujet DPM Service Delivery - NON-PSAB Services de transformation et de prestations numériques	
Solicitation No. - N° de l'invitation B9220-220010/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B9220-220010	Date 2021-08-26
GETS Reference No. - N° de référence de SEAG PW-\$\$XY-001-39846	
File No. - N° de dossier 001xy.B9220-220010	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-09-28 Heure Avancée 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 Enquiries to: - Adresser toutes questions à: Cardinal, France	Buyer Id - Id de l'acheteur 001xy
Telephone No. - N° de téléphone (613) 218-9269 ()	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

This amendment is issued to publish questions and answers and make modifications to the Bid Solicitation.

1. Questions and Answers

Question 1

Given the complexity of the bid requirements in the subject solicitation, the volume of other Federal Government solicitations currently undergoing competition, the Labour Day holiday occurring during the solicitation period, reduced availability of resources during the summer holidays which limits their ability to provide requisite grid substantiation details, as well as the ongoing adjustments and accommodations in regards to COVID-19; including remote work, and reduced hours and staff, we respectfully request a three (3) week extension of the closing date to September 28, 2021. Please advise.

Answer 1

Canada has extended the solicitation closing date to September 28, 2021. Please see Amendment 001.

Question 2

For WS2M-3, will Canada please clarify that the Blue Prism partnership level must be a minimum of a gold partnership level across all three Blue Prism areas: Capability Provider, Delivery Provider and Service Provider?

Answer 2

Canada confirms that the Blue Prism partnership gold level applies to the three Prism areas: Capability Provider, Delivery Provider and Service Provider

Question 3

The Government of Canada regularly establishes multi-year service vehicles to procure services for major modernization initiatives - and there is precedence for how potential future conflicts are managed within these initiatives (e.g. making documents available, reviewing work on a TA by TA basis, awarding multiple contracts). There are a number of recent major procurements where these conflicts have been managed by the Crown to ensure sufficient competition and quality from the vendor community.

Given the significant bar and requirements of this Request for Proposal (RFP) can the Crown confirm that:

- There is significant work that does not involve future procurement activities. The intent of the Crown in awarding up to two contracts provides a means for IRCC to direct work to mitigate any risk of perceived or real conflicts (e.g. a Bidder would flag a potential conflict and the IRCC would engage the other provider under contract); and
- That, as with other major procurements the GoC has undertaken, the IRCC will work with providers under this contract to actively manage perceived or real conflicts including review of work on a TA by TA basis by IRCC procurement before they are issued.

Answer 3

Since Canada is not in a position of knowing what future requirements may be or predict bidder's future interests, Canada cannot confirm that:

- There is significant work that does not involve future procurement activities; and
- That as with other major procurements the GoC has undertaken, the IRCC will work with providers under this contract to actively manage perceived or real conflicts including review of work on a TA by TA basis by IRCC procurement before they are issued

The assessment of any potential or apparent conflict of interest would be done on a case-by-case basis as per clause 7.2 Conflict of Interest – Other Work- Unfair Advantage of the RFP.

Question 4

Page 98 of the RFP WS2M-3 states:

Certifications: The Bidder must hold a minimum partnership level with at least 1 of the following Robotic Process Automation (RPA) providers:

- a) Invoke
- b) Blue Prism – Gold level

To demonstrate the above, a copy of the valid certification must be provided with the bid. If the Bidder bids as a Joint Venture, the partnership must have been obtained by the Bidder as the representative of the Joint Venture in response to this criterion.

According to the Blue Prism website the only Blue Prism – Gold level certified companies are; Accenture, Avanade, Digital Workforce, Deloitte, Invoke, ISG, Neoops, Robiquity, Symphony, Capgemini, Cognizant, DiRWA, Everis, Genpact, HCL, IBM, Infosys, KPMG, PWC, Tata, Wipro, and WonderBotz. This is obviously an extremely limiting request for a mandatory requirement and is not fair competition as only these companies have the requested certification.

Additionally there is no mention of Blue Prism or Invoke in the RFP SOW, so it is unclear to Bidders why this certification is mandatory for the Bidding firm when it is the contracted IT professional resources who will be performing the work outlined in the SOW. TBIPS is to be used to procure task-based work from Bidders who provide professional consultant resources to complete the work, if CIC wants to include corporate requirements like the one in WS2M-3 then it should use the SBIPS method of supply.

Therefore we request that requirement WS2M-3 be removed from the solicitation to allow for fair competition.

Answer 4

The criterion WS2M-3 will be removed from the mandatory criteria and be added to the point-rated criteria as follows:

No certification = 0 points

Certification = 15 points

Question 5

On page 70, WS1-M2, Additional Resources - Change Management Consultant L2, the Contractor must demonstrate that the proposed resource has experience within the past 5 years of the TA request date working on at least 1 IM/IT Project for a Public Client. *Can the Crown confirm that the intent is that the Project is for a Public **Sector** Client?*

Answer 5

Canada confirms that the intent for WS1-M2, Additional Resources – Change Management Consultant L2 is for a Public Sector Client.

WS1-M2 will be amended accordingly to reflect the correction.

Question 6

WS1-M3, Change Management Consultant L2, The Contractor must demonstrate that the proposed resource holds at minimum 1 of the following Change Management Certifications: a) Prosci b) Certified Change Management Professional (CCMP). *Including certifications in the mandatory criterion excludes qualified resources who have gained expertise in the field through extensive experience or are currently an intermediate resource beginning their career and gaining the necessary work experience to obtain one of these certifications. Therefore, we request that M3 be removed in its entirety or at the very least changed to a Rated criterion and adding the following to the list of acceptable Change Management certifications?*

- *ATD Certification in Change Management*
- *Change Management Institute Certification*
- *Change Management Specialist Certification by MSI*
- *ITIL Mastering Change Management Certification*
- *Managing Change in an Agile World by Change Guides*

Answer 6

Canada confirms acceptance of the certifications listed below for WS1-M3 Change Management Consultant L2.

- ATD Certification in Change Management
- Change Management Institute Certification
- Change Management Specialist Certification by MSI
- ITIL Mastering Change Management Certification
- Managing Change in an Agile World by Change Guides

WS1-M3 Change Management Consultant L2 will be amended to reflect the change.

Question 7

WS1-M3, Project Coordinator, the Contractor must demonstrate that the proposed resource holds a valid PMP (Project Management Professional) Certification from the Professional Management Institute (PMI) or PRINCE2 Project Management certification. *Including certifications in the mandatory criterion excludes qualified resources who have gained expertise in the field through extensive experience or are currently an intermediate resource beginning their career and gaining the necessary work experience to obtain one of these certifications. Therefore, we request that M3 be removed in its entirety or at the very least changed to a Rated criterion and adding the following to the list of acceptable PM certifications?*

- *CAPM: Certified Associate in Project Management*
- *CSM: Certified ScrumMaster*

- *CompTIA Project+ certification*
- *CPMP: Certified Project Management Practitioner*
- *APM: Associate in Project Management*
- *MPM: Master Project Manager*
- *PPM: Professional in Project Management*
- *Project Management Training Certification*

Answer 7

Canada confirms acceptance of the certifications listed below for WS1-M3 Project Coordinator L3.

- CAPM: Certified Associate in Project Management
- CSM: Certified ScrumMaster
- CompTIA Project+ certification
- CPMP: Certified Project Management Practitioner
- APM: Associate in Project Management
- MPM: Master Project Manager
- PPM: Professional in Project Management
- Project Management Training Certification

WS1-M3 Project Coordinator L3. will be amended to reflect the change.

Question 8

On page 102, WS1-M3, Change Management Consultant L3 - the Bidder must demonstrate that the proposed resource holds at minimum 1 of the following Change Management Certifications: a) Prosci b) Certified Change Management Professional (CCMP). *Would the Crown consider adding the following to the list of acceptable Change Management certifications?*

- *ATD Certification in Change Management*
- *Change Management Institute Certification*
- *Change Management Specialist Certification by MSI*
- *ITIL Mastering Change Management Certification*
- *Managing Change in an Agile World by Change Guide*

Answer 8

The request has been reviewed and the requirement will remain unchanged.

Question 9

WS1-R4, Change Management Consultant L3 - the Bidder should demonstrate that the proposed resource has a Masters degree from an accredited Canadian University, or equivalent, in business administration or public administration. *Would the Crown please consider changing this to a Bachelor's degree as well as confirm that other University Degrees with specializations are also applicable, such as specializations in Social Sciences, Information Technology, Communications, Public Relations, Psychology, Human Resources, Education and Management?*

Answer 9

Canada will accept changing the Masters Degree requirement to a Bachelor's Degree. Canada will not accept inclusion of other University Degrees with specializations.

WS1-R4 Change Management Consultant L3 will be amended to reflect the acceptance of the Bachelors Degree.

Question 10

On page 104, WS1-M2, Project Executive L3 - the Bidder must demonstrate that the proposed resource has experience within the past 15 years from the RFP issuance date planning and executing a Large Scale IM/IT modernization Program (>\$300M) for a Project of at least 2 years in duration. On page 76, *Appendix E to Annex A, defines a Large Scale IM/IT project as having an investment value of \$150 million (CAD) (including applicable taxes) or greater. Would the Crown consider amending the M2 criterion to (>\$150M) in accordance with the definition of Large Project/Large IM/IT Project already included in the RFP?*

Answer 10

The request has been reviewed and the requirement will remain unchanged.

Question 11

WS1-M3, Project Executive L3, the Bidder must demonstrate that the proposed resource has a minimum of 2 years of experience within the past 10 years of the RFP issuance date as a member of a Senior Executive Management Committee (i.e., internal Board of Directors or equivalent) or a direct report to a Board of Directors for a Public Sector client. Would the Crown please consider changing this criterion to the Bidder must demonstrate that the proposed resource has a minimum of 2 years of experience within the past 10 years of the RFP issuance date providing guidance and advice to project sponsors and executive management (i.e., internal Board of Directors or equivalent)?

Answer 11

The request has been reviewed and the requirement will remain unchanged.

Question 12

On page 105, WS1-R1, Project Executive L3 - the Bidder should demonstrate that the proposed resource has experience in addition to the experience identified in M1. *Can the Crown confirm that to score full points, the resource must have an additional 4 (four) years of experience over and above the 10 years required for M1?*

Answer 12

Canada confirms that on page 105, 2.1.2 WS1-R1, the proposed resource must have an additional 4 years of experience over and above the 10 years required for WS1-M1 to achieve full points for WS1-R1 Project Executive L3.

Question 13

On page 106, WS1-M2, Project Manager L3 - the Bidder must demonstrate that the proposed resource holds a valid PMP (Project Management Professional) Certification from the Professional Management Institute (PMI). *Would the Crown consider adding the following to the list of acceptable PM certifications?*

- *CAPM: Certified Associate in Project Management*
- *CSM: Certified ScrumMaster*
- *CompTIA Project+ certification*
- *CPMP: Certified Project Management Practitioner*
- *APM: Associate in Project Management*
- *MPM: Master Project Manager*
- *PPM: Professional in Project Management*
- *Project Management Training Certification*

Answer 13

The request has been reviewed and the requirement will remain unchanged.

Question 14

On page 98, WS2M-7, Certifications: The Bidder must hold a minimum partnership level with at least 1 of the following Robotic Process Automation (RPA) providers: a) Invoke b) Blue Prism – Gold level. *These certifications are highly restrictive and unattainable to the majority of vendors currently providing IM/IT services to IRCC and leaving this as a mandatory criterion will limit the amount of compliant bids that IRCC receives. As stated on page 51, Annex A – Statement of Work, the objective of this contract is to obtain professional services resources for multiple streams of work to support the business needs, growth, expansion, changes and enhancements at IRCC and that these proposed resources must support different Projects and initiatives across the department, **not only RPA projects**, would the Crown consider removing this from the mandatory criterion? or at the very least, changing it to a Rated criterion?*

Answer 14

For clarification, the criterion referred to is WS2M-3.

Refer to response at Question 4.

The criterion WS2M-3 will be removed from the mandatory criteria and be added to the point-rated criteria as follows:

No certification = 0 points

Certification = 15 points'

Question 15

With respect to Stream 1 and 2 submission of Core Resources for the RFP: In recent years, for similar omnibus-style Tier 2 contracts, after repeated industry consultations, the Crown has removed the need to propose sample resources. This move is welcomed by both clients and industry as the submission of a sample generic resource, that may never be presented upon contract award, takes away evaluation cycles from the client without providing any differentiating value from the industry. We ask that the Crown remove the need to submit Core resumes.

Answer 15

The request has been reviewed and the requirement will remain unchanged.

Question 16

Reference: Workstream 1, WS1R-4 – Diversity Inclusion

We laud the Crown for its position with respect to Diversity Inclusion for all Canadians.

We further commend the Crown for wishing to include Diversity Inclusion standards and practices for public procurements.

However, for the Crown to include Rated Requirements dealing with Diversity Inclusion in public procurements without any consultation or forewarning to prepare Industry is a concern.

We request that WS1R-4 remain in the Solicitation as a Rated Requirement to be met by any successful Bidder within the first 3 months after Contract Award.

Answer 16

The request has been reviewed and the requirement will remain unchanged.

Question 17

In Workstream 1, WS1M-2 and WS1R-1, as well as Workstream 2, WS2M-2 and WS2R-1, Bidders are to demonstrate billable days for services provided.

Q17.1/ If the referenced contract resource categories used to calculate billable days are identical to those resource categories listed, will the Crown please confirm that no mapping is required for Workstream 1, WS1M-2 and WS1R-1, as well as Workstream 2, WS2M-2 and WS2R-1?

Q17.2/ If the referenced contract resource categories are not identical to those resource categories listed, will the Crown please confirm experience may be demonstrated through mapping 50% of the associated tasks listed in Annex A – Statement of Work for Workstream 1, WS1M-2 and WS1R-1, as well as Workstream 2, WS2M-2 and WS2R-1?

Q17.3/ In addition, will the Crown please confirm that bidder's are permitted to modify Form M2 to include the mapping of the tasks, similar to Form M1 for Workstream 1, WS1M-2 and WS1R-1, as well as Workstream 2, WS2M-2 and WS2R-1, if required?

Q17.4/ Will the Crown confirm that due to R3 and R4 in the BTA - L3 grid (Workstream 2 - 2.2.2) being the exact same criterion, R4 is to be deleted and the points for R3 will increase as follows:

Less than 3 years = 0 points
3 to less than 5 years = 10 points
5 to less than 7 years = 20 points
7 years and more = 30 points

Maximum points available = **30 points**

Answer 17

For clarification, the criteria is for Billed Days, not Billable Days.

A17.1 – Canada confirms that no mapping is required for identical resource categories identified in Workstream 1, WS1M-2 and WS1R-1, as well as Workstream 2, WS2M-2 and WS2R-1.

A17.2 - Refer to response at Question 1 of Solicitation Amendment 001.

“Canada confirms that WS1M-1 allows for same or similar resource categories.

For WS1M-2 and WS1R-1 the request has been reviewed and Canada will not permit similar or equivalent resource categories.”

A17.3 – Canada will not permit modification to Form M2. Refer to response at Question 1 of Solicitation Amendment 001

A17.4 – please refer to Amendment 1 for correction to

R4 in the BTA - L3 grid (Workstream 2 - 2.2.2)

Question 18

Regarding the requirements for Billed Days and Excess Billed days (WS1M-2, WS2M-2, WS1R-1 and WS2R-2), please confirm Bidders are permitted to demonstrate billed days under equivalent resource categories, provided the equivalent resource categories performed work that was equal to at least 50% of the tasks identified in the Statement of Work at Annex A of this bid solicitation?

Also, please confirm that Bidders may use the ‘SOW Mapping’ section within Form M1 to demonstrate the tasks performed by equivalent resources for the above-mentioned criteria?

Answer 18

Refer to response at Question 1 of Solicitation Amendment 001.

“Canada confirms that WS1M-1 allows for same or similar resource categories.

For WS1M-2 and WS1R-1 the request has been reviewed and Canada will not permit similar or equivalent resource categories.”

Question 19

Due to the level of effort required to find highly specialized resources, calculate billable days, locate copies of contracts and prepare the overall response, we respectfully request a two week extension to the solicitation closing date.

Answer 19

See Amendment 1 – Canada has granted an extension to the bid period to September 28th, 2021.

Question 20

Given the influx of solicitations that Canada is releasing with similar deadlines and the upcoming labour day long weekend, would Canada kindly grant a three-week extension to September 28, 2021?

Answer 20

See Amendment 1 – Canada has granted an extension to the bid period to September 28th, 2021.

Question 21

With regards to Workstream 1 - WS1M-1, would the crown also accept a contract reference providing Project Management Services for a Private Sector client?

Answer 21

The request has been reviewed and the requirement will remain unchanged.

Question 22

In Amendment 001, Canada has stated that they will allow for similar categories for WS1M-1, but not for WS1M-2 or WS1R-1.

We would like to respectfully follow up to see if the client will reconsider this answer, and allow similar categories for all bid criteria. On professional services contracts, there is often a great deal of cross-over between roles. It is common for resources to bill under certain resource categories based on constraints such as which categories are available on the contract. For example, a contract may have a Project Administrator category, but resources billing under that category are performing the same tasks as a Project Coordinator. It seems arbitrary to recognize this distinction for one requirement (WS1M-1), but not for others (WS1M-2 and WS1R-1). This will end up eliminating many locally based vendors who are smaller but nevertheless are able to demonstrate legitimate bench strength. For the reasons outlined above, it is common for RFPs of this magnitude to allow for similar categories. Would Canada reconsider its response to the original question?

Answer 22

The request has been reviewed and the requirement will remain unchanged. Refer to response at Question 1 of Solicitation Amendment 001.

"Canada confirms that WS1M-1 allows for same or similar resource categories.

For WS1M-2 and WS1R-1 the request has been reviewed and Canada will not permit similar or equivalent resource categories."

Question 23

In relation to Solicitation B9220-220010/A and in response to Q&A 1 issued today we have the following question.

We believe the intent behind the Mandatories WS1M-2 and WS2M-2 and rated WS1R-1 and WS2R-1 is to prove corporate capacity in delivering the services required to Public Sector Clients. However, limiting that experience to only TBIPS based contracts is very restrictive to the vendor community. There are many vendors who have experience providing these services on contracts other than TBIPS (such as

TSPS, Stand alone contracts, etc) and to Canadian Public Sector (Crown Corporations, Provincial, Territorial and Municipal) clients who do not have the ability to contract through the TBIPS vehicle.

Additionally, in the Government of Canada contracts are often issued with a specific category defined but during delivery (sometimes over multiple years), requirements change and vendors are requested to provide alternate skillsets to meet departmental needs, but they are contracted through the original contracted categories. Where these resources delivered equivalent tasks and services as requested in this solicitation they should be accepted to meet these mandatory and rated requirements.

Finally, while IRCC is limiting proponents to only provide corporate experience in the TBIPS categories listed, the tasks identified for each resource in the IRCC SOW do not match that of the TBIPS Categories. This indicates that once this Contract has been awarded a skillset beyond the requirement of TBIPS is being requested. This shows that the category contracted versus the work delivered often varies and yet should be considered equivalent.

We would request that IRCC consider modifying the response to Q&A 1 to include the allowance of equivalencies to expand the pool of qualified vendors and ensure a fair procurement process.

Answer 23

The request has been reviewed and the requirement will remain unchanged. Refer to response at Question 1 of Solicitation Amendment 001.

"Canada confirms that WS1M-1 allows for same or similar resource categories.

For WS1M-2 and WS1R-1 the request has been reviewed and Canada will not permit similar or equivalent resource categories."

Question 24

With respect to the requirements for Billed Days (WS1M-2, WS2M-2), will Canada accept work performed under non-TBIPS contracts from other levels of government (provincial, municipal, Crown Corporations) to demonstrate billed days, provided the resource categories for the billed days are the same category at a different level of government and directly match the resource categories within the solicitation document? For example, referencing a **Provincial Government Agency** or a **Crown Corporation** and their corresponding **Senior Change Manager** category.

Answer 24

Canada will accept work performed under Non-TBIPS contracts from other levels of government (Provincial, Municipal, and Crown Corporations) if the Bidder can map to 75% of the tasks for the resource categories identified in TBIPS Stream 5 Project Management Services.

Question 25

In the Mandatory requirements WS1M-4 and WS2M-5, Canada has identified that core resources will be evaluated against the requirements identified in Attachment 4.2, which includes both resource mandatory and point rated criteria. As this is being evaluated against a corporate mandatory requirement, it seems that the resource rated requirements are considered to be mandatory. Can Canada please confirm that in order to meet the mandatory requirements, vendors need to score the minimum pass mark as indicated in Section 4.2?

Answer 25

Canada confirms that the Bidder must obtain the minimum pass mark for all identified rated criteria to meet the mandatory requirement.

Question 26

Will IRCC modify WS1M-2 and WS2M-2 to require bidders to demonstrate that the resource category's tasks match at least 50% of the resource tasks in the Statement of Work at Annex A for the same resource category? This will ensure that a bidder's billed days experience is relevant to IRCC's current business needs and initiatives.

Answer 26

The request has been reviewed and the requirement will remain unchanged. Refer to response at Question 1 of Solicitation Amendment 001.

"Canada confirms that WS1M-1 allows for same or similar resource categories.

For WS1M-2 and WS1R-1 the request has been reviewed and Canada will not permit similar or equivalent resource categories."

2. Modifications to the Bid Solicitation

2.1 At Attachment 4.1 Corporate Technical Criteria, 3.0 Workstream 2: Architecture and business delivery services

DELETE: criterion WS2M-3 in its entirety;

INSERT: criterion WS2R-5 and modify tables 3.1 and 3.3 as follows:

WS2R-5	Certifications: The Bidder should hold a minimum partnership level with at least 1 of the following Robotic Process Automation (RPA) providers: a) Invoke b) Blue Prism – Gold level To demonstrate the above, a copy of the valid certification must be provided with the bid. If the Bidder bids as a Joint Venture, the partnership must have been obtained by the Bidder as the representative of the Joint Venture in response to this criterion.	<u>MAXIMUM 15 POINTS</u> No certification = 0 points Certification = 15 points
---------------	--	---

3.1 Evaluation Summary

No.	Mandatory Criteria
WS2M-1 ^{PB}	Corporate Capacity
WS2M-2 ^{PB}	Billed Days
WS2M-3 ^{PB}	Client Manager
WS2M-4	Proposed Resources

WS2M-5	Human Resources Strategy	
WS2M-6^{PB}	Contract Management Plan	
No.	Point-Rated Technical Criteria	Maximum Points
WS2R-1	Excess Billed Days	100
WS2R-2	Client Manager Experience	15
WS2R-3	Resource Placement	30
WS2R-4	Diversity Inclusion	20
WS2R-5	Certifications	15
Overall Maximum Points		180
Pass Mark		125

3.3. Corporate Mandatory Evaluation Criteria

MTC#	Mandatory Technical Criteria
WS2M-1^{PB}	<p>Corporate Capacity: Using only 1 Reference Contract provided, the Bidder must demonstrate its experience providing services related to Architecture and Business Delivery Services for a Public Sector client. The identified Reference Contract must:</p> <ul style="list-style-type: none"> a) have been with a Single Client; b) have a minimum value of \$15,000,000 (CAD) including applicable taxes and including amendments; c) have an initial minimum contract period of 2 years; d) have been completed in the last 5 years from the issuance date of the RFP or has been ongoing for a minimum of 6 months from the issuance date of the RFP; e) have included the provision of the services of at least 2 of the following resource categories listed below (i. to vi.) in accordance with Section 7. of the Statement of Work of this bid solicitation: <ul style="list-style-type: none"> i. B.1 Business Analyst ii. B.2 Business Architect iii. B.3 Business Consultant iv. B.7 Business Transformation Architect v. I.10 Technical Architect vi. P.2 Enterprise Architect <p>Regarding the Reference Contract, the Bidder must complete and submit Form M1 – Corporate Capacity.</p> <p>For the purpose of this criterion, the term ‘task’ includes the tasks identified in the Statement of Work at Annex A of this bid solicitation for the identified resource category. The Bidder must demonstrate at least 50% of the tasks for that resource category in Section 8 of the Statement of Work at Annex A of this bid solicitation. For example, if the SOW for a resource category identifies 15 tasks, the Bidder must use any 7 of the resource category’s SOW tasks to meet this requirement (50% of 15 = 7).</p> <p>The Bidder must have been contracted as the prime contractor for the Reference Contract provided in response to this criterion.</p>
WS2M-2^{PB}	<p>Billed Days: The Bidder must demonstrate contract experience in delivering informatics professional services supplying all resource categories listed in the table below for the required minimum billed days per resource category. Billed days are defined as days worked and billed to clients, calculated at 7.5 hours or more per day.</p>

	<table border="1"> <thead> <tr> <th>TBIPS Resource Category</th><th>Minimum Billed Days</th></tr> </thead> <tbody> <tr> <td>B.1 Business Analyst</td><td>2000</td></tr> <tr> <td>B.2 Business Architect</td><td>2500</td></tr> <tr> <td>B.3 Business Consultant</td><td>2000</td></tr> <tr> <td>B.7 Business Transformation Architect</td><td>1500</td></tr> <tr> <td>P.2 Enterprise Architect</td><td>2500</td></tr> </tbody> </table> <p>To demonstrate such experience, the Bidder must complete and submit Form M2 – Billed Days.</p> <p>The Bidder must demonstrate the following for each resource category:</p> <ol style="list-style-type: none"> 1. The services demonstrated were provided under a maximum of 5 contracts; if more than 5 contracts are provided, only the first 5 will be considered; and 2. Each of the identified contracts must have been active within the last 10 years from the issuance date of this RFP; the demonstrated billed days experience must fall within the 10 years from the issuance date of this RFP. 	TBIPS Resource Category	Minimum Billed Days	B.1 Business Analyst	2000	B.2 Business Architect	2500	B.3 Business Consultant	2000	B.7 Business Transformation Architect	1500	P.2 Enterprise Architect	2500
TBIPS Resource Category	Minimum Billed Days												
B.1 Business Analyst	2000												
B.2 Business Architect	2500												
B.3 Business Consultant	2000												
B.7 Business Transformation Architect	1500												
P.2 Enterprise Architect	2500												
WS2M-3^{PB}	Client Manager: The Bidder must designate a Client Manager as a single point of contact for IRCC. This Client Manager will be responsible for the resource and contract management associated with the resulting contract. A copy of the Client Manager's résumé must be provided with the bid.												
WS2M-4	<p>Proposed Resources. The Bidder must propose a total of 4 resources, 1 for each of the following categories:</p> <ol style="list-style-type: none"> 1. B.1 Business Analyst – Advisory 2. B.2 Business Architect 3. B.3 Business Consultant – Advisory 4. B.7 Business Transformation Architect - Advisory <p>The Bidder must provide in its bid a résumé for each of the proposed resources. Each proposed resource will be evaluated against the applicable resource mandatory and point-rated evaluation criteria identified in Attachment 4.2: Core Resources Technical Criteria. The same resource must not be proposed for more than 1 category.</p>												
WS2M-5	<p>Human Resources Strategy: The Bidder must describe its proposed Human Resources Strategy, including the approach and/or measures it proposes to undertake to ensure its ability to propose fully qualified resources within 5 working days of receipt of a Task Authorization (TA) Request in accordance with the resulting contract.</p> <p>The Bidder must demonstrate its ability to supply, manage and retain sufficient groups of resources in support of a Single Client or Project within the region of delivery. The Bidder must also demonstrate how it will deal with difficult and unexpected situations. The proposed Strategy must not exceed 2 pages of A4 size paper format, with single line spacing.</p>												
WS2M-6^{PB}	<p>Contract Management Plan: The Bidder must provide a plan as to how the resulting contract will be managed.</p> <p>The Bidder must describe its proposed Contract Management Plan specifically addressing measures it proposes to undertake to manage the resulting contract including all of the following elements:</p> <ol style="list-style-type: none"> 1. Identify, select and deploy the appropriate resource in a timely manner; 												

	<ol style="list-style-type: none">2. Manage the process of transitioning between contracted resources where required for a resource replacement during the term of the contract;3. Manage quality assurance practices in providing resources for tasking; and4. Manage contingency plans and practices to ensure resource availability and resource replacement. <p>The proposed Contract Management Plan must not exceed 2 pages of A4 size paper format, with single line spacing.</p>
--	--

2.2 At Appendix C to Annex A, 1.0 Workstream 1, Change Management Consultant – Level 2

DELETE: criterion M2 in its entirety;

INSERT: criterion M2 as follows:

M2	<p>The Contractor must demonstrate that the proposed resource has experience within the past 5 years of the TA request date working on at least 1 IM/IT Project for a Public Sector Client.</p> <p>To demonstrate such experience, the Bidder must provide 1 or more Reference Project(s) as defined in Appendix E to Annex A – Definitions and Acronyms.</p>
-----------	--

2.3 At Appendix C to Annex A, 1.0 Workstream 1, Change Management Consultant – Level 2

DELETE: criterion M3 in its entirety;

INSERT: criterion M3 as follows:

M3	<p>The Contractor must demonstrate that the proposed resource holds at minimum 1 of the following Change Management Certifications:</p> <ol style="list-style-type: none">a) Proscib) Certified Change Management Professional (CCMP)c) ATD Certification in Change Managementd) Change Management Institute Certificatione) Change Management Specialist Certification by MSIf) ITIL Mastering Change Management Certificationg) Managing Change in an Agile World by Change Guides <p>To demonstrate above, a valid copy of the certification must be provided with the TA proposal.</p>
-----------	---

2.4 At Appendix C to Annex A, 1.0 Workstream 1, Project Coordinator Level 3

DELETE: criterion M3 in its entirety;

INSERT: criterion M3 as follows:

M3	<p>The Contractor must demonstrate that the proposed resource holds at least one of the following valid certifications:</p>
-----------	---

	<ul style="list-style-type: none">• PMP (Project Management Professional) Certification from the Professional Management Institute (PMI)• PRINCE2 Project Management certification• CAPM: Certified Associate in Project Management• CSM: Certified ScrumMaster• CompTIA Project+ certification• CPMP: Certified Project Management Practitioner• APM: Associate in Project Management• MPM: Master Project Manager• PPM: Professional in Project Management• Project Management Training Certification <p>To demonstrate above, a valid copy of the certification must be provided with the TA request.</p>
--	---

2.5 At Attachment 4.2 Core Resources Technical Criteria, 2.1 Workstream 1 , Change Management Consultant Level 3

DELETE: criterion R4 in its entirety;

INSERT: criterion R4 as follows:

R4	<p>The Bidder should demonstrate that the proposed resource has a Bachelor's Degree from an accredited Canadian University, or equivalent, in business administration or public administration. For equivalency please refer to: http://www.cicic.ca/2/home.canada</p> <p>To demonstrate above, a copy of the degree must be provided with the bid.</p>	<p>No Bachelor's Degree = 0 points Bachelor's Degree = 10 points</p> <p>Maximum points available = 10 points</p>
-----------	--	---

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED