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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. 006
Client Reference No. - N° de référence du client B9220-220010	Date 2021-09-10
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 2021-10-05 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

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. Given that the nature of this role is to support the Project Management functions of the project, it is uncommon for Project Coordinators to hold a management certification. Therefore, we request M3 to be removed or amended to must have five (5) years of experience using Project Management principles to support PM functions of the project.

Answer 1

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

Question 2

Both the Level 2 Change Management Consultant and Level 2 Project Manager require mandatory certifications that exclude qualified resources who have gained extensive experience and expertise in their respective fields. It is the norm for a consultant to begin their career as intermediate resource and over time gain extensive hands-on experience which would eliminate the requirement to obtain one of these certifications. To ensure fulfillment at Task Authorization time, would the Crown consider removing M3 from the grids for both the L2 Change Management Consultant and L2 Project Manager?

Answer 2

Canada confirms removal of criterion M3 for the Level 2 Project Manager grid.

The criteria for Level 2 Change Management Consultant remains unchanged.

Question 3

Requirements R1, R2 and R3 in the Change Management Consultant – L3 grid all require 9 years of experience in the last 10 years for full points. This cut-off date could inadvertently disqualify highly skilled Change Management professionals from being considered not only as part of the bidding process but also at Task Authorization fulfillment stage. In order to ensure that these requirements reflect the standard qualifications of Change Management professionals providing consulting services to the federal government, we request an amendment to requirements R1, R2 and R3 to ask for 9 or more years of experience in the last 15 years.

Answer 3

Canada confirms that criterion R1, R2 and R3 in the Change Management Consultant – Level 3 grid will be amended to “within the past 15 years”

Question 4

Part 3 Bid Preparation Instructions 3.1 (b) indicates that bid response format should be

- (i) use 8.5 x 11 inch (216 mm x 279 mm) page size;

However corporate requirements WS1M-5, WS1M-6PB, WS2M-6, and WS2M-7PB each indicate that "The proposed ... must not exceed 2 pages of A4 size paper format, with single line spacing."

Size A4 paper is 8.25 x 11.75 inch (210 x 297 mm), which differs from the requirement for all other portions of the requested bid response format.

Would the Crown please amend the requirements to request the response "must not exceed 2 pages of Letter size paper format (8.5 x 11 inch / 216 mm x 279 mm), with single line spacing?"

Answer 4

Canada will amend WS1M-5, WS1M-6PB, WS2M-5, and WS2M-6PB (as per previous amendment) to "must not exceed 2 pages of Letter size paper format (8.5 x 11 inch / 216 mm x 279 mm), with single line spacing".

Question 5

Requirements M1, M3, M4, M5 and M6 for the Project Manager L3 grid all require experience within the past 15 years. However, M7 requires the same number of years of experience within the last 10 years. Since IRCC is asking for a significant amount of experience, we respectfully request that M7 is amended to align with the other mandatory requirements, requiring candidates to have obtained the 5 years of experience within the last 15 years.

Answer 5

Canada confirms that criterion M7 of the Project Manager Level 3 grid will be amended to "within the past 15 years"

Question 6

The Reference Project definition in Appendix A to Annex E requires that all reference projects for all categories include client reference information. Since it is common for client contacts to have changed positions, retired, or are deceased, this type of request could cause serious delays at the time of Task Authorizations. We respectfully ask IRCC to amend the requirement at the TA Stage, to instead request client references for two (2) projects within the last five (5) years of bid closing date or, if the proposed resource has been continuously contracted to the same organization for the last five (5) years, include one reference for the full five-year period?

Answer 6

Refer to Question and Answer 3 of Bid Solicitation Amendment 003.

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

2. Modifications to the Bid Solicitation

2.1 At Appendix C to Annex A Additional Resources Technical Criteria, 1.0 Workstream 1, Project Manager Level 2

DELETE: criterion M3 in its entirety

2.2 At Attachment 4.2 Core Resources Technical Criteria, 2.1 Workstream 1, 2.1.1 Change Management Consultant – Level 3

DELETE: point-rated technical criteria table in its entirety;

INSERT: point-rated technical criteria table below:

Change Management Consultant – Level 3		
Rated Technical Criteria		Point Scale
R1	<p>The Bidder should demonstrate that the proposed resource has experience within the past 15 years of the RFP issuance date leading the analysis and development of business critical success factors.</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>	<p>1 to less than 3 years = 2 points 3 to less than 5 years = 4 points 5 to less than 7 years = 6 points 7 to less than 9 years = 8 points 9 years and more = 10 points</p> <p>Maximum points available = 10 points</p>
R2	<p>The Bidder should demonstrate that the proposed resource has a minimum of at least 1 year of combined experience within the past 15 years of the RFP issuance date with the following:</p> <ul style="list-style-type: none">a) preparing and delivering analysis;b) development of architecture requirements design or process design;c) process development, andd) process mapping. <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>	<p>1 to less than 3 years = 2 points 3 to less than 5 years = 4 points 5 to less than 7 years = 6 points 7 to less than 9 years = 8 points 9 years and more = 10 points</p> <p>Maximum points available = 10 points</p>
R3	<p>The Bidder should demonstrate that the proposed resource has a minimum of at least 1 year of experience within the past 15 years of the RFP issuance date defining business strategies and processes in support of Business Transformation and Change Management Projects.</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>	<p>1 to less than 3 years = 2 points 3 to less than 5 years = 4 points 5 to less than 7 years = 6 points 7 to less than 9 years = 8 points 9 years and more = 10 points</p> <p>Maximum points available = 10 points</p>
R4	<p>The Bidder should demonstrate that the proposed resource has a Bachelor's or higher Degree from an accredited Canadian University, or equivalent, in business administration or public administration.</p>	<p>No Degree = 0 points Bachelor or higher Degree = 10</p> <p>Maximum points available = 10 points</p>

Change Management Consultant – Level 3		
Rated Technical Criteria		Point Scale
	For equivalency please refer to: http://www.cicic.ca/2/home.canada To demonstrate above, a copy of the degree must be provided with the bid.	
Total available points = 40 points Min pass mark = 28 points		

2.3 At Attachment 4.1 Corporate Technical Criteria, 2.0 Workstream 1, 2.3 Corporate Mandatory Evaluation Criteria

DELETE: criterion WS1M-5 and WS1M-6 in their entirety;
INSERT: criterion WS1M-5 and WS1M-6 below:

WS1M-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.</p> <p>The proposed Strategy must not exceed 2 pages of Letter size paper format (8.5 x 11 inch / 216 mm x 279 mm), with single line spacing.</p>
WS1M-6^B	<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; 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; and 4. Manage contingency plans and practices to ensure resource availability and resource replacement. <p>The proposed Contract Management Plan must not exceed 2 pages of Letter size paper format (8.5 x 11 inch / 216 mm x 279 mm), with single line spacing.</p>

2.4 At Attachment 4.1 Corporate Technical Criteria, 3.0 Workstream 2, 3.3 Corporate Mandatory Evaluation Criteria

DELETE: criterion WS2M-5 and WS2M-6 in their entirety;
INSERT: criterion WS2M-5 and WS2M-6 below:

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>
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	<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 Letter size paper format (8.5 x 11 inch / 216 mm x 279 mm), 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;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 Letter size paper format (8.5 x 11 inch / 216 mm x 279 mm), with single line spacing</p>

2.5 At Attachment 4.2 Core Resources Technical Criteria, 2.1 Workstream 1, 2.1.3 Project Manager – Level 3

DELETE: criterion M7 in its entirety;
INSERT: criterion M7 below:

M7	<p>The Bidder must demonstrate that the proposed resource has a minimum of 5 years of combined experience within the past 15 years of the RFP issuance date leading the development of a PMO including the development of all of the following artefacts:</p> <ol style="list-style-type: none">1. Developing PMO charter and implementation plan;2. Defining PMO roles and responsibilities, service offerings, project support structures and internal processes and procedures;3. Development of training support, user guides, procedure documentation for PMO processes. <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>
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ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED