



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des soumissions -
TPSGC**

11 Laurier St., / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

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

Informatics Professional Services - EL Division/Services

professionnels en informatique - division EL

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

Title - Sujet Informatics Professional Serv DSB Services Professionnels en Informatique pour DGSN	
Solicitation No. - N° de l'invitation E60ZR-211390/A	Amendment No. - N° modif. 010
Client Reference No. - N° de référence du client 20211390	Date 2022-04-05
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-637-40582	
File No. - N° de dossier 637el.E60ZR-211390	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 2022-04-11 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bitsene, Marlene	Buyer Id - Id de l'acheteur 637el
Telephone No. - N° de téléphone (613) 858-9976 ()	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

The Request for Proposal (RFP) Amendment 010 is raised to answer questions received from Bidders and includes an amendment.

QUESTIONS AND ANSWERS

Q 55 - In 'Annex A – Statement of Work' the tasks for the I.11 Technology Architect – Level 2 within Workstream 2 contains two tasks labelled "1". Please confirm Bidders may re-number these tasks to be 1. to 9. For cross-referencing purposes?

A55 – Confirmed. Tasks should be re-numbered to be 1. to 9. See amendment below.

Q56 - In regards to Q&A 53 and 54, it is clear that the vendor community believes requiring client signatures has a significant impact on a bid submission. Client signatures hold vendors accountable to provide accurate and relevant information, as well as ensures PSPC is receiving responses from vendors that have delivered the same/similar services detailed in the RFP SOW. Getting a reference of this scope signed (or confirmed via email) typically requires a vendor to provide proof of services billed to their client, verify TAs/Purchase Orders, obtain legal approval, and more, before a signature can be obtained. This process can take several weeks and ensures the vendor is held accountable for the content of their reference.

It was only introduced in Amendment 6 (distributed March 17) that references above five (5) years do not require signatures, and further clarified to vendors in Amendment 08 (distributed March 22). This change significantly impacts the time it takes to compile a response as well as the difficulty in responding to an RFP.

- A) Can PSPC please provide the rationale behind allocating the same value to both a client verified reference and an unverified reference?
- B) Can PSPC reconsider including a reward system in this RFP for references that are signed?

A56

Canada has considered the request, please see amendment below.

AMENDMENT

At Annex A Statement of Work

3.2.2. Workstream 2 –Strategic Development

DELETE:

3.2.2.4. I.11 Technology Architect – Level 2 in its entirety

INSERT:

3.2.2.4. I.11 Technology Architect – Level 2

The Technology Architect may be required to perform any combination of the following, without limitation:

1. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
2. Ensure the integration of all aspects of technology solutions;
3. Analyze and evaluate alternative technology solutions to meet business problems;
4. Identify the policies and requirements that drive out a particular solution;
5. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
6. Provide information, direction and support for emerging technologies;
7. Perform impact analysis of technology changes;
8. Provide support to applications and/or technical support teams in the proper application of existing infrastructure ; and
9. Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.

At Attachment 4.2 Point Rated Technical Criteria

Workstream 1 – WEB Development

DELETE: R.1.1. in its entirety.

INSERT:

WORKSTREAM 1 – WEB DEVELOPMENT

R.1 CORPORATE RATED REQUIREMENTS

Criteria	Rated Requirements	Demonstrated Experience	Minimum Points Required	Max Available Points
R.1.1	<p>The Bidder has experience over and above the minimum two contract references in M.1.3:</p> <p><i>"Using the Corporate Reference Response Form for M.1.3 in Appendix A to Attachment 4.1 the Bidder must demonstrate that it has been awarded two (2) contracts that provided informatics professional services for the resource categories (or equivalent resource categories under a different title) identified below:</i></p> <p><i>Workstream 1 - Web Development:</i> <i>A1 Application/Software Architect Level 2&3</i> <i>A6 Programmer/Software Developer Level 2</i> <i>A7 Programmer/Analyst Level 2</i> <i>A8 System Analyst Level 2</i> <i>A11 Tester Level 2&3</i> <i>A14 Web Developer Level 2</i> <i>B1 Business Analyst Level 2</i> <i>B14 Technical Writer Level 3</i> <i>I2 Database Administrator Level 3</i> <i>I3 Database Analyst / IM Administrator Level 3</i> <i>P10 Project Scheduler Level 3</i></p> <p><i>For each contract reference provided, the five elements of qualification are:</i></p> <ul style="list-style-type: none"> <i>i. The contract for IT professional services must have had a minimum total value (including Applicable Taxes) to the Bidder of \$2,000,000 (in Canadian dollars);</i> <i>ii. The contract must have been completed in the last five (5) years or has been ongoing for a minimum of twelve (12) months (prior to the bid closing date);</i> <i>iii. The contract must have included the provision of a team of six or more of the resource categories (or equivalent resource categories under a different title) identified</i> 	<p>1 point for each qualifying project element up to a maximum 5 points</p> <p>3 contract references = 5 points 4 contract references = 10 points 5 contract references = 15 points 6 contract references = 20 points 7 contract references = 25 points 8+ contract references = 30 points</p>	5	40

	<p><i>above at the same time and for at least six months.</i></p> <p>iv. <i>For equivalent resource categories under a different title the Bidder must provide a letter signed by the client, or an email confirmation from the client, not by the Bidder, to certify that the tasks performed by the Resource Category (or Categories) and Level under each of the identified contract(s) include a minimum of 50% of the tasks identified in Article 3.2 of Annex A – Statement of Work; and</i></p> <p>v. <i>The Bidder must provide the completed Appendix A of Attachment 4.1."</i></p> <p>The window of acceptable experience has been expanded from 5 to 15 years for this point rated criterion.</p> <p>The Bidder will be awarded 5 points for each contract reference provided in excess of the two required in M.1.3, up to a maximum of 30 points if all qualifying elements of the project are demonstrated.</p> <p>Note: <i>An additional 10 points will be awarded if all eleven resource categories in this workstream are demonstrated, within any combination of contract references provided..</i></p>			
Minimum Points		5		
Maximum Points		40		
Total Points Received				

Workstream 2 – Strategic Development

DELETE: R.1.1. in its entirety.

INSERT:

WORKSTREAM 2 – STRATEGIC DEVELOPMENT

R.1 CORPORATE RATED REQUIREMENTS

Criteria	Rated Requirements	Demonstrated Experience	Minimum Points Required	Max Available Points
R.1.1	<p>The Bidder has experience over and above the minimum two contract references in M.1.3:</p> <p><i>“Using the Corporate Reference Response Form for M.1.3 in Appendix A to Attachment 4.1 the Bidder must demonstrate that it has been awarded two (2) contracts that provided informatics professional services for the resource categories (or equivalent resource categories under a different title) identified below:</i></p> <p><i>Workstream 2 - Strategic Development:</i> <i>B1 Business Analyst Level 3</i> <i>B7 Business Transformation Architect Level 3</i> <i>B14 Technical Writer Level 3</i> <i>I11 Technology Architect Level 2 & 3</i> <i>P5 Project Executive Level 3</i> <i>P7 Project Coordinator Level 3</i> <i>P9 Project Manager Level 3</i> <i>P12 Risk Management Specialist Level 2</i></p> <p><i>For each contract reference provided, the five elements of qualification are:</i></p> <ul style="list-style-type: none"> <i>i. The contract for IT professional services must have had a minimum total value (including Applicable Taxes) to the Bidder of \$2,000,000 (in Canadian dollars);</i> <i>ii. The contract must have been completed in the last five (5) years or has been ongoing for a minimum of twelve (12) months (prior to the bid closing date);</i> <i>iii. The contract must have included the provision of a team of four or more of the resource categories (or equivalent resource categories under a different title) identified above at the same time and for at least six months.</i> 	<p>1 point for each qualifying project element up to a maximum 5 points</p> <p>3 contract references = 5 points 4 contract references = 10 points 5 contract references = 15 points 6 contract references = 20 points 7 contract references = 25 points 8+ contract references = 30 points</p>	5	40

	<p>iv. <i>For equivalent resource categories under a different title the Bidder must provide a letter signed by the client, or an email confirmation from the client, not by the Bidder, to certify that the tasks performed by the Resource Category (or Categories) and Level under each of the identified contract(s) include a minimum of 50% of the tasks identified in Article 3.2 of Annex A – Statement of Work; and</i></p> <p>v. <i>The Bidder must provide the completed Appendix A of Attachment 4.1.”</i></p> <p>The window of acceptable experience has been expanded from 5 to 15 years for this point rated criterion.</p> <p>The Bidder will be awarded 5 points for each contract reference provided in excess of the two required in M.1.3, up to a maximum of 30 points if all qualifying elements of the project are demonstrated.</p> <p>Note: <i>An additional 10 points will be awarded if all eight resource categories in this workstream are demonstrated, within any combination of contract references provided..</i></p>			
Minimum Points			5	
Maximum Points			40	
Total Points Received				

At PART 1 – General Information of the RFP

1.2 Summary

DELETE:

- (g) This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled “Bidder Instructions, and Part 3 entitled “Bid Preparation Instructions”, of the bid solicitation, for further information.

INSERT:

- (g) This bid solicitation allows bidders to use the CPC Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled "Bidder Instructions, and Part 3 entitled "Bid Preparation Instructions", of the bid solicitation, for further information.

At PART 2 – BIDDER INSTRUCTIONS

DELETE:

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS in its entirety.

INSERT:

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditionsmanual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract(s).
- (c) The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 3.a. of Section 01, Integrity provisions - bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:
- a. at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names.
- (e) Subsection 4 of Section 05, Submission of bids of Standard Instructions 2003 incorporated by reference above, is amended as follows:

Delete: 60 days

Insert: 180 days

- (f) Section 06, Late bids of Standard Instructions 2003 incorporated by reference above, is amended as follows:
- PWGSC will return or delete bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in section 07.
- For late bids submitted using means other than the Canada Post Corporation's Connect service, the paper bid will be returned.
- For bids submitted electronically, the late bids will be deleted. As an example, bids submitted using Canada Post Corporation's Connect service, conversations initiated by the Bid Receiving Unit via the CPC Connect service pertaining to a late bid, will be deleted. Records will be kept documenting the transaction history of all late bids submitted using CPC Connect service.
- (g) Section 07, Delayed Bids of Standard Instructions 2003 incorporated by reference above, is amended as follows:
1. A bid delivered to the specified Bid Receiving Unit after the solicitation closing date and time but before the contract award date may be considered, provided the bidder can prove the delay is due solely to a delay in delivery that can be attributed to the Canada Post Corporation (CPC) (or national equivalent of a foreign country). Private courier (Purolator Inc., Fedex Inc., etc.) is not considered to be part of CPC for the purposes of delayed bids.
 - a. The only pieces of evidence relating to a delay in the CPC system that are acceptable to PWGSC are:
 - i. a CPC cancellation date stamp;
 - ii. a CPC Priority Courier bill of lading;
 - iii. a CPC Xpresspost label;that clearly indicates that the bid was sent no later than the day before the solicitation closing date.
 - b. The only piece of evidence relating to a delay in the CPC Connect service provided by CPC system that is acceptable to PWGSC is a CPC Connect service date and time record indicated in the CPC Connect conversation history that clearly indicates that the bid was sent before the solicitation closing date and time.
 2. Misrouting, traffic volume, weather disturbances, labour disputes or any other causes for the late delivery of bids are not acceptable reasons for the bid to be accepted by PWGSC.

3. Postage meter imprints, whether imprinted by the Bidder, the CPC or the postal authority outside Canada, are not acceptable as proof of timely mailing.
- (h) Section 08, Transmission by Facsimile or by Canada Post Corporation's (CPC) Connect Service of Standard Instructions 2003 incorporated by reference above, is deleted and replaced by the following:
1. Facsimile
 - a. Bids may be submitted by facsimile.

PWGSC, National Capital Region: The only acceptable facsimile number for responses to bid solicitations issued by PWGSC headquarters is 418-566-6161.
 - b. For bids transmitted by facsimile, Canada will not be responsible for any failure attributable to the transmission or receipt of the faxed bid including, but not limited to, the following:
 - i. receipt of garbled, corrupted or incomplete bid;
 - ii. availability or condition of the receiving facsimile equipment;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid; or
 - vii. security of bid data.
 - c. A bid transmitted by facsimile constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.
 2. Canada Post Corporation's Connect service
 - a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [Connect service](#) provided by Canada Post Corporation.
 - i. PWGSC, National Capital Region: The only acceptable email address to use with CPC Connect for responses to bid solicitations issued by PWGSC headquarters is: tpsgc.pareceptiondessaoumissions-apbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca, or, if applicable, the email address identified in the bid solicitation.
 - b. To submit a bid using CPC Connect service, the Bidder must either:
 - i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for CPC Connect provided by Canada Post Corporation; or

- ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open a CPC Connect conversation. Requests to open an CPC-Connect conversation received after that time may not be answered.
- c. If the Bidder sends an email requesting CPC Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an CPC Connect conversation. The CPC Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the CPC Connect conversation open until at least 30 business days after the solicitation closing date and time.
- e. The bid solicitation number should be identified in the CPC Connect message field of all electronic transfers.
- f. It should be noted that the use of CPC Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the CPC Connect service.
- g. For bids transmitted by CPC Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
 - i. receipt of a garbled, corrupted or incomplete bid;
 - ii. availability or condition of the CPC Connect service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid;
 - vii. security of bid data; or
 - viii. inability to create an electronic conversation through the CPC Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the CPC Connect conversation, regardless of whether the conversation was initiated by the supplier using its own

license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.

- i. Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in CPC Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the CPC Connect system.
- j. A bid transmitted by CPC Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

At PART 2 – BIDDER INSTRUCTIONS

DELETE:

2.2 SUBMISSION OF BIDS in its entirety.

INSERT:

2.2 SUBMISSION OF BIDS

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit **via Canada Post Corporation's (CPC) Connect service or facsimile** by the date and time indicated on page one of the bid solicitation.

Facsimile number: 418-566-6161

Note: For bidders choosing to submit using Canada Post Corporation's (CPC) Connect service for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.pareceptiondessomissions-apbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Interested Bidders must send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time (in order to ensure a response), an email that includes the bid solicitation number to the PWGSC Bid Receiving Unit requesting to open an CPC Connect conversation.

Note: **Bids will not be accepted if emailed directly to this email address.** This email address is to be used to open a CPC Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through a CPC Connect

message if the bidder is using its own licensing agreement for CPC Connect service.

- (b) **Due to the nature of the bid solicitation, bids transmitted directly to the PWGSC Contracting Authority by email (or other means) will not be accepted.**

At PART 3 – BID PREPARATION INSTRUCTIONS

DELETE:

3.1 Bid Preparation Instructions sub-articles (a) to (d)

INSERT:

3.1 Bid Preparation Instructions

(a) CPC Connect Bid Submission

- (i) If the Bidder chooses to submit its bid electronically, Canada requires that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The CPC Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.
 - (ii) The bid must be gathered per section and separated as follows:
 - Section I: Technical Bid
 - Section II: Financial Bid
 - Section III: Certifications
 - (iii) For further information please refer to article 08 - Transmission by Facsimile or by Canada Post Corporation's (CPC) Connect Service of Standard Instructions 2003 incorporated by reference above.
- (b) If there is a discrepancy between the wording of any copies of the bid that appear on the following list, the wording of the copy that first appears on the list has priority over the wording of any copy that subsequently appears on the list:
- (i) the electronic copy of the bid submitted by using the CPC Connect service provided by Canada Post Corporation;
 - (ii) the facsimile copy of the bid submitted to the PWGSC Bid Receiving Unit using the facsimile number indicated in section 2.2 'Submission of Bids'
- (c) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

- (d) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) page size;
 - (ii) use a numbering system that corresponds to the bid solicitation;
 - (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
 - (iv) include a table of contents.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED