



AMENDMENT # 1

Amendment # 1 is extend the solicitation period on the first page and amend the following :

A) Part 4, Evaluation Procedures and Basis of Selection, Section 2.1 Mandatory Technical Criteria and 2.2 Point Rated Technical Criteria, is deleted in it’s entirety and replaced with ;

2.1. Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion will be addressed separately.

The Bidder must provide sufficient detail to clearly demonstrate **how** they meet each mandatory requirement below. Bidders are advised that only listing experience without providing any supporting data and information to describe responsibilities, duties and relevance to the requirements, or reusing the same wording as the RFP, will not be considered “demonstrated” for the purpose of this evaluation.

MT#	MANDATORY TECHNICAL CRITERIA	Bidder’s Response Demonstrate Compliance
MT1	<p>Bidder’s Development Experience</p> <p>The Bidder must demonstrate its proposed resources has completed 2 projects where they provided professional services in support of the functional development of applications that are hosted on a collection of Microsoft SharePoint sites for services provided to client organizations, where they performed the following:</p> <ol style="list-style-type: none"> 1. applications development for enterprise-wide SharePoint portals; and 2. maintenance and enhancement work for existing applications; <p>The Bidder must provide (2) projects at a minimum period of 6 months. .All projects must be conducted/completed within the last five years (as of bid closing).</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ol style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. Roles and responsibilities of the bidder as well as the work conducted under the project 	



MT#	MANDATORY TECHNICAL CRITERIA	Bidder's Response Demonstrate Compliance
MT2	<p>Bidder's Production Support Experience:</p> <p>The Bidder must demonstrate that his proposed resources has experience in providing professional services to client organizations for the production support of applications that are hosted on a suite of Microsoft SharePoint sites by submitting two (2) projects conducted within the last five years (as of bid closing), where they provided each of the following services:</p> <ul style="list-style-type: none"> i. Help Desk Support, where each project cited must have: and <ul style="list-style-type: none"> a. been for support services provided 24-hours a day, 7 days per week; b. supported to application administrators and/or end-users c. been for support services that were available in both English and French; d. employed an incident ticketing system; and e. included reporting on incidents and their resolution. ii. Backup Procedures, where one of the project cited must have: and <ul style="list-style-type: none"> a. been for the development and regular testing of backup/failover procedures; and b. included procedures for failing-over production of the system to a remote back-up site; iii. Performance Monitoring, where one of the project t cited must have: <ul style="list-style-type: none"> a. been for the monitoring of system(s) and application(s) performance; and b. Included the reporting of performance problems and potential solutions. <p>For a project t to be accepted as proof of experience, each cited project must:</p> <ul style="list-style-type: none"> iv. have been for an on-going duration or have a completed duration of 6 months (Note: duration does not include option periods that have not been exercised); <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name; 	



MT#	MANDATORY TECHNICAL CRITERIA	Bidder's Response Demonstrate Compliance
	<ul style="list-style-type: none">ii. Project Titleiii. the duration of the project , including start and end dates (dates must be identified by month and year – for example March 2010 – February 2012);iv. Description of the work, scope, and purposev. The roles and responsibilities of the bidder as well as the work conducted under the project.	

2.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

RT#	RATED TECHNICAL CRITERIA (RTC)	Max. Points	Bidder's Response Demonstrate Compliance														
RT1	<p>BIDDER'S EXPERIENCE</p> <p>The two projects submitted in response to Mandatory Criterion MT1 will be evaluated on the basis of the Bidder's proposed resources experience supporting developing business applications (e.g. functional maintenance, functional application development, testing and data services) including providing professional IM/IT resources, and their relevance and similarity to Public Safety's requirements, in terms of scope, complexity and nature, as it is described in the Statement of Work (SOW) of this bid solicitation.</p>																
RT1 a)	<p>Scope and Complexity:</p> <p>The scope and complexity of the services provided by the Bidder proposed resources during the cited projects , and the extent to which this scope of services is consistent with Public Safety's requirement as expressed within the SOW of this bid solicitation. Similar and relevant services include:</p> <ol style="list-style-type: none"> 1. Providing business services for a medium (100 to 500 -users) IT system, performing any of the following: <table border="0" style="width: 100%; margin-left: 20px;"> <tr> <td style="padding-left: 20px;">a. establishing business requirements</td> <td style="text-align: right;">2 points per project</td> </tr> <tr> <td style="padding-left: 20px;">b. documenting the system's business architecture</td> <td style="text-align: right;">2 points per project</td> </tr> <tr> <td style="padding-left: 20px;">c. running requirements sessions and prioritization sessions.</td> <td style="text-align: right;">2 points per project</td> </tr> </table> <p style="margin-left: 20px;">Additional 1 points per project for providing services over 500 users.</p> <p style="text-align: center;">Up to 6 points per project , for a total of 14 points</p> 2. Providing training services to IT system users, performing any of the following: <table border="0" style="width: 100%; margin-left: 20px;"> <tr> <td style="padding-left: 20px;">a. IT-related Instruction/Training/user guidance/ coaching services</td> <td style="text-align: right;">1 point per project</td> </tr> <tr> <td style="padding-left: 20px;">b. creation of training materials (e.g. manuals, e-learning modules)</td> <td style="text-align: right;">1 point per project</td> </tr> <tr> <td style="padding-left: 20px;">c. preparation of training plans</td> <td style="text-align: right;">1 point per project</td> </tr> <tr> <td style="padding-left: 20px;">d. provision of technical writing services for manuals, instructions and other documents, etc.</td> <td style="text-align: right;">1 point per project</td> </tr> </table> 	a. establishing business requirements	2 points per project	b. documenting the system's business architecture	2 points per project	c. running requirements sessions and prioritization sessions.	2 points per project	a. IT-related Instruction/Training/user guidance/ coaching services	1 point per project	b. creation of training materials (e.g. manuals, e-learning modules)	1 point per project	c. preparation of training plans	1 point per project	d. provision of technical writing services for manuals, instructions and other documents, etc.	1 point per project	32	
a. establishing business requirements	2 points per project																
b. documenting the system's business architecture	2 points per project																
c. running requirements sessions and prioritization sessions.	2 points per project																
a. IT-related Instruction/Training/user guidance/ coaching services	1 point per project																
b. creation of training materials (e.g. manuals, e-learning modules)	1 point per project																
c. preparation of training plans	1 point per project																
d. provision of technical writing services for manuals, instructions and other documents, etc.	1 point per project																



RT#	RATED TECHNICAL CRITERIA (RTC)	Max. Points	Bidder's Response Demonstrate Compliance
	<p style="text-align: center;">Up to 4 points per project, for a total of 8 points</p> <p>3. Providing project management services, performing any of the following:</p> <ul style="list-style-type: none"> a) project change or risk management activities with stakeholders as well as internal and external IT system users, 1 point per project b) internal and external communications with clients and/or stakeholders, 1 point per project c) financial and budget management, 1 point per project d) briefing senior management, 1 point per project e) and other related project management activities. 1 point per project <p style="text-align: center;">Up to 5 points per project, for a total of 10 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project 		
RT1 b)	<p>Nature:</p> <p>The nature of the cited projects for which the Bidder proposed resources has provided services, demonstrating the environment similar and relevant to Public Safety's requirement as expressed within the SOW of this bid solicitation. Similar and relevant environment includes any of the following:</p> <ul style="list-style-type: none"> a) Integration of GIS mapping software into SharePoint applications, 6 point per project b) Developing dashboards or data presentation models using 6 point per project 	52	



RT#	RATED TECHNICAL CRITERIA (RTC)	Max. Points	Bidder's Response Demonstrate Compliance
	<p>ArcGIS or similar GIS software,</p> <p>c) Application/project supported by the Bidder that involved Incident Management systems/tools, 4 point per project</p> <p>d) Application/project supported by the Bidder that involved Situational Awareness software, 4 point per project</p> <p>e) Application / project supported by the Bidder that involved support to the Emergency Management Community, 2 point per project</p> <p>f) Application/project supported by the Bidder that involved implementation of IM/IT systems in support of the Incident Command System (ICS), 2 point per project</p> <p>g) Operating in a public sector (Federal, Provincial, Territorial or Municipal) or private sector environment 2 point per project</p> <p style="text-align: center;">Up to 26 points per project , for a total of 52 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project 		



RT#	RATED TECHNICAL CRITERIA (RTC)	Max. Points	Bidder's Response Demonstrate Compliance
RT2	<p>BIDDER'S PRODUCTION SUPPORT EXPERIENCE</p> <p>The 2 projects submitted in response to Mandatory Criterion MT2 will be evaluated on the basis of the Bidder's proposed resources experience in providing production support similar to Public Safety's requirements, in terms of scope and complexity and nature, as it is described in the SOW of this bid solicitation.</p>		
RT2 a)	<p>Scope and Complexity:</p> <p>The scope and complexity of the services provided by the Bidder proposed resources during the cited projects , and the extent to which this scope of services is similar and relevant to Public Safety's requirement as expressed within the SOW of this bid solicitation.</p> <p>Similar and relevant services include:</p> <ol style="list-style-type: none"> 1. <u>Help Desk Support</u> : <ol style="list-style-type: none"> a) The Bidder should demonstrate that it has provided 24-hour, 7 days per week help desk support to clients using MS Windows Server environment 4 point per project b) The Bidder should demonstrate that it has provided 24 hour, 7 days per week help desk support to clients using ESRI and ArcGIS. 4 point per project 2. <u>Backup Procedures</u> <ol style="list-style-type: none"> a) The Bidder should demonstrate that is has provided application monitoring to clients using metrics such as error rates, response times and availability/uptime 4 point per project b) The Bidder should demonstrate that is has configured a back-up server environment for clients, performed a farm-wide or partial backup, or copied configurations from a production or test environment to a backup environment 4 point per project 3. <u>Performance Monitoring</u> <ol style="list-style-type: none"> a) The Bidder should demonstrate that is has provided application monitoring to clients using metrics such as error rates, response times and availability/uptime 4 point per project 	48	



RT#	RATED TECHNICAL CRITERIA (RTC)	Max. Points	Bidder's Response Demonstrate Compliance
	<p>b) The Bidder should demonstrate that it has performed diagnostics or made recommendations to clients with respect to firewalls, network segmentation, load balancing, installing O/S updates, HTTP settings and IP address settings 4 point per project</p> <p style="text-align: center;">Up to 24 points per project , for a total of 48 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project 		
RT2 b)	<p>Nature: The nature of the projects for which the Bidder proposed resources has provided services, demonstrating experience, relevant and similar to Public Safety's requirements as expressed in the SOW of this bid solicitation and based on the following:</p> <ul style="list-style-type: none"> a) Application/project supported by the Bidder involved services for the support of Emergency Operations Centre organizations in the public sector (Federal, Provincial or Municipal) or private sector 2 point per project b) Application/project supported by the Bidder involved in collaboration, situational awareness or business intelligence tools or processes 2 point per project <p style="text-align: center;">Up to 4 points per project, for a total of 8 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p>	8	



RT#	RATED TECHNICAL CRITERIA (RTC)	Max. Points	Bidder's Response Demonstrate Compliance
	i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project		
		Maximum Points:	140
		Minimum Points:	70

NOTE: Any proposal that fails to achieve the minimum points required will be considered non-compliant and will not receive further consideration

B) All other terms and conditions remain the same.