



**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

<b>Title - Sujet</b> TBIPS Engineering Professional Serv	
<b>Solicitation No. - N° de l'invitation</b> 47419-198132/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 1000348132	<b>Date</b> 2020-03-25
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-606-37486	
<b>File No. - N° de dossier</b> 606el.47419-198132	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-05-01</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Mansour, Silvana	<b>Buyer Id - Id de l'acheteur</b> 606el
<b>Telephone No. - N° de téléphone</b> (613) 858-9935 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

This document includes responses to questions received from potential bidders and an amendment.

**Question 11: Resource Flexibility**

Given the scope, duration and complexity of this requirement, we assume that resource categories, types and levels may expand beyond the two resource categories currently identified within this RFP, and may in fact expand and/or contract to meet the department's on-going and project-based requirements once the contract is awarded.

With this understanding, please confirm that resource categories within the resulting contract will not be limited to the two currently identified in the RFP and that additional types, levels and numbers of resource categories may be added (with rates negotiated) at a later date post contract award, depending on the Agency's needs and focus.

**Answer 11:**

Bidders are requested to propose only two resource categories at bid closing, however at the TA stage Canada anticipates that 9 other resource categories will be required (refer to the Notice of Proposed Procurement and, Article 1.2 (i) in Part 1 of the RFP and Appendix C to Annex A – Resources Assessment Criteria and Response Table), as well as Attachment 4.4 - Pricing Schedule, where bidders must propose firm all-inclusive per diem rates for all 11 resource categories.

**Question 12: Definition of Bidder**

Bidder is currently defined as “the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.”

The current definition of bidder (as well as the clause in section iv on page 14 of the RFP) limits this solicitation to select firms and precludes others based solely on their legal structure. Consequently, large global multi-national organizations are at a distinct disadvantage due to their organizational and legal structures, as we are unable to reference the highly relevant, current and global experience gained within our organizations.

Furthermore, as the Canadian public sector is still maturing in the Protected B Cloud Engineering space, CBSA will greatly benefit from the expertise and knowledge gained from global experience where similar solutions were implemented for government entities similar in size and scope to CBSA. This depth of global knowledge and breadth of experience will be essential to the success of CBSA's requirement.

Assuming it isn't CBSA's intention to limit competition for this requirement to bidders based solely on their legal structure, and that CBSA is interested in allowing all capable and qualified

suppliers invited to submit a bid to do so, we request CBSA considers revising the definition of bidder and allowing firms to cite experience gained by their global member firms.

**Answer 12:**

Canada has reviewed the request, however the definition of "Bidder" does not change. Bidders should refer to the responses to questions 9 and 10 of solicitation amendment 002.

**Question 13: Mandatory Requirements CM1-CM4**

As many large-scale Cloud Engineering Solutions similar to CBSA's requirement are long-term projects, the contract end-dates can still be ongoing. Could the Crown please amend the "Project Start and Completion dates" requirement in CM1-CM4 to "Project Duration (mm-yyyy to mm-yyyy)" and allow ongoing projects to be included as corporate qualifications in the mandatory and point-rated requirements?

**Answer 13:**

Canada has reviewed the request, however the requirement remains unchanged. There is nothing in the criteria now that prevents Bidders from submitting a project that is still ongoing if they've completed the deliverables indicated up to that point.

**Question 14: Contact Information**

Section 1.2.1 Mandatory Requirements, requires Bidders to include Contact information for each client project representative. This requirement is overly burdensome for both Bidders and their respective clients, especially as clients are dealing with COVID-19. For example, M1.1 requests a minimum of 10 years' experience and projects must have a minimum duration of six months. Therefore for M1.1 alone, a Bidder may be required to provide up to 20 client contacts. Could the Crown please adjust M1.1, M1.2, M1.3, M2.1, M2.2 and M2.3 requirements to require contact information only upon request of CBSA? Alternatively, CBSA could consider requiring a minimum of 1 referenced project per criteria above?

**Answer 14:**

Canada is agreeable to adjusting the contact information requirements for all resource categories as follows: Canada requires contact information be provided with the Bidder's response for the current or most recent project provided for any criterion and will require contact information for other projects on request by CBSA. The same applies to Contractor's response at the TA stage. See amendment below.

**Question 15:**

In attachment 4.1 page 133, "Mandatory Technical Criteria, Corporate Mandatory Requirements", CM2 states:

The Bidder must provide a maximum of two (2) separate and distinct IT professional services reference contracts with a minimum cumulative billed value of \$2,000,000 CDN excluding taxes, demonstrating that the Bidder delivered professional IM/IT services supporting Public Cloud Initiatives leveraging Infrastructure as a Service (IaaS) platforms from one or more Leaders in the Gartner 2019 Magic Quadrant for IaaS Cloud (i.e. AWS, Azure, or Google) and performing ALL of the following activities and deliverables...

Which does not specify that the contracts referenced must be Canadian Federal Government, Agency or Crown Corporation Contracts. However in Attachment 4.2 Point Rated Technical Criteria Page 142, subsection CR1 in the grid, it mentions;

"The Bidder should demonstrate its experience and understanding of the public-cloud space as it relates to the Government of Canada by providing an example of a public cloud migration roadmap (a linear representation of detailed activities over time) that was delivered within the past three years (prior to solicitation issue date) to a Canadian Federal Government Department, Agency or Crown Corporation supporting its move to public-cloud infrastructure.

We are asking for clarity regarding the above, and if the Crown would be open to accepting reference contracts, that meet the deliverable criterion listed in CR1 from contracts/projects that have been delivered commercially, and outside of a Canadian Government Department, Agency or Crown Corporation.

**Answer 15:**

The mandatory criteria remains unchanged, however the point rated criteria CR1 is amended to accept a public cloud migration roadmap delivered to any Canadian public sector organization\* OR to a federal-level government Department or Agency for one of the Border Five\*\* countries.

\* public sector organization is defined as any Department, Agency or Crown Corporation of the Canadian Federal Government, Canadian Provincial Governments, and Canadian Municipal governments (representing Pop. 1+ Million).

\*\* Border Five countries include: Canada, United States, United Kingdom, Australia and New Zealand.

See amendment below.

**Question 16:** Regarding CM2, CM3 and CM4, where the Crown requests:

The Bidder must provide two (2) separate and distinct IT professional services reference contracts

with a minimum cumulative billed value of \$2,000,000 CDN, excluding taxes, demonstrating that the Bidder delivered professional IM/IT services supporting Public Cloud Initiatives leveraging Infrastructure as a Service (IaaS) platforms from one or more Leaders in the Gartner 2019 Magic Quadrant for IaaS Cloud (i.e. AWS, Azure, or Google) and performing ALL of the following activities and deliverables:

Can the bidder utilize the same two distinct reference contracts across all of the mandatory corporate criteria requirements? Or is the Crown looking for two distinct reference contracts per mandatory requirement meaning a total of 6 distinct contracts total?

**Answer 16:**

The same two contracts can be used across all the mandatory corporate criteria so long as the two contracts are separate and distinct from each other and otherwise meet the criteria.

**Question 17:** Regarding CR5 on page 146 where the Crown mentions:

"The Bidder will be awarded 5 points if the client of any of the qualifying contracts used to demonstrate compliance with Corporate Criteria CM2, CM3 or CM4 was the Government of Canada\*\*

\*\* Government of Canada is defined as any Department, Agency or Crown Corporation of the Canadian Federal Government"

Would the Crown be willing to open the criteria and provide points to the bidder for qualifying reference contracts from commercially delivered projects that meet the Corporate Criterion in CM2 - CM4?

**Answer 17:**

Canada has reviewed the request, however the requirement remains unchanged.

**Question 18:** Regarding CR6 on page 146 where the Crown mentions:

"The Bidder will be awarded 5 points if any of the qualifying contracts used to demonstrate compliance with Corporate Criteria CM2 or CM3 involved the usage of AWS (Amazon Web Services) IaaS platform in its execution."

We would like to highlight that the IaaS platform market is comprised of a group of innovative organizations who can enhance the ability of their end client's objectives, to modernize/ refactor their application stack residing on outdated technology, and ensure they are reducing the risk and lower the cost/level of effort of migrating client's systems to the cloud.

Would the Crown award points to a bidder, if the bidder could clearly and efficiently demonstrate the value of utilizing other IaaS Platforms across qualifying contracts to demonstrate compliance with Corporate Criteria CM2 or CM3?

**Answer 18:**

Canada has reviewed the request, however the requirement remains unchanged.

**AMENDMENT**

**At APPENDIX C TO ANNEX A - RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE**

**DELETE:**

To facilitate resource assessment, the Contractor must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

To demonstrate compliance with all criteria, the Contractor must include the following information:

- Project name;
- Client organization;
- Contact information of client project representative;
- Project start /end dates and duration;
- Project description;
- Description of role and tasks performed by the resource.

**INSERT:**

To facilitate resource assessment, the Contractor must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

To demonstrate compliance with all criteria, the Contractor must include the following information:

- Project name;
- Client organization;
- Project start /end dates and duration;
- Project description;
- Description of role and tasks performed by the resource.

The Contractor must also include the following information for the most recent project referenced in response to any of the criteria:

- Contact information of client project representative

The Contractor must provide the following information for projects referenced (other than the most recent) in response to any of the criteria upon request from CBSA:

- Contact information of client project representative

## **At ATTACHMENT 4.1 – MANDATORY TECHNICAL CRITERIA**

### **RESOURCE MANDATORY REQUIREMENTS**

#### **DELETE:**

##### **1.2.1 MANDATORY REQUIREMENTS**

To demonstrate compliance with all criteria, the Bidder must include the following information:

- Project name;
- Client organization;
- Contact information of client project representative;
- Project start /end dates and duration;
- Project description;
- Description of role and tasks performed by the resource.

#### **INSERT:**

##### **1.2.1 MANDATORY REQUIREMENTS**

To demonstrate compliance with all criteria, the Bidder must include the following information:

- Project name;
- Client organization;
- Project start /end dates and duration;
- Project description;
- Description of role and tasks performed by the resource.

The Bidder must also include the following information for the most recent project referenced in response to any of the criteria:

- Contact information of client project representative

The Bidder must provide the following information for projects referenced (other than the most recent) in response to any of the criteria upon request from CBSA:

- Contact information of client project representative

## At ATTACHMENT 4.2 - POINT-RATED TECHNICAL CRITERIA CORPORATE RATED REQUIREMENTS:

### DELETE:

<b>CR1</b>	<p>The Bidder should demonstrate its experience and understanding of the public-cloud space as it relates to the Government of Canada by providing an example of a public-cloud migration roadmap (a linear representation of detailed activities over time) that was delivered within the past three years (prior to solicitation issue date) to a Canadian Federal Government Department, Agency or Crown Corporation supporting its move to public-cloud infrastructure.</p> <p>The roadmap should include:</p> <ul style="list-style-type: none"> <li>• High-level activities to be undertaken as part of the cloud adoption and migration strategy in the federal government organization;</li> <li>• Activities occur over a timeline (minimum of three (3) years) and are</li> </ul>	<b>32</b>	<p>4 points for each demonstrated characteristic described below</p> <p>No demonstration = 0 points</p> <ol style="list-style-type: none"> <li>1. Roadmap includes the client's high-level strategic objectives or business case for migration to the public cloud services.</li> <li>2. Roadmap includes a High-level analysis of the current and future state of the client's application workloads and cloud capabilities;</li> <li>3. Roadmap includes an indication of the challenges in terms of workloads, data and critical services;</li> <li>4. Roadmap includes the incremental steps that must be taken to transition to the future state;</li> <li>5. Roadmap includes prioritization, milestones,</li> </ol>	
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	<p>broken down into at least three (3) implementation phases with the ultimate goal of achieving a cloud-optimized government department or agency;</p> <ul style="list-style-type: none"> <li>• Activities grouped into a minimum of five (5) strategic areas, such as: <ul style="list-style-type: none"> <li>○ Governance</li> <li>○ Workforce</li> <li>○ Technology</li> <li>○ Operations</li> <li>○ Security</li> </ul> </li> </ul> <p>The following information should be provided with the Roadmap using the Form CR1.</p> <ol style="list-style-type: none"> <li>1. The name of the client organization;</li> <li>2. The Contract number or reference number(s), i.e. Task Authorization(s), Purchase Order(s), etc;</li> <li>3. The start and completion dates of the Contract;</li> <li>4. The Project title;</li> <li>5. Contact information for the reference person at the client organization: Name, title, telephone number, and email address.</li> </ol>		<p>timelines, high-level effort and cost estimates;</p> <ol style="list-style-type: none"> <li>6. Roadmap addresses at least five (5) strategic areas;</li> <li>7. Roadmap suggests tools and competencies that are available or must be acquired.</li> <li>8. Roadmap indicates an estimation of the economies and business value in the recommended approach</li> </ol>	
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**INSERT:**

<b>CR1</b>	The Bidder should demonstrate its experience and understanding of the public-	<b>32</b>	4 points for each demonstrated characteristic described below	
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<p>cloud space as it relates to the Government of Canada by providing an example of a public-cloud migration roadmap (a linear representation of detailed activities over time) that was delivered within the past three years (prior to solicitation issue date) to <b>any Canadian public sector organization* OR to a federal-level government Department or Agency for one of the Border Five** countries</b> supporting its move to public-cloud infrastructure.</p> <p><b>* public sector organization is defined as any Department, Agency or Crown Corporation of the Canadian Federal Government, Canadian Provincial Governments, and Canadian Municipal governments (representing Pop. 1+ Million).</b></p> <p><b>** Border Five countries include: Canada, United States, United Kingdom, Australia and New Zealand.</b></p> <p>The roadmap should include:</p> <ul style="list-style-type: none"> <li>• High-level activities to be undertaken as part of the cloud adoption and migration strategy in the federal government organization;</li> <li>• Activities occur over a timeline (minimum of three (3) years) and are broken down into at least three (3) implementation phases with the ultimate goal of achieving a cloud-optimized</li> </ul>		<p>No demonstration = 0 points</p> <ol style="list-style-type: none"> <li>1. Roadmap includes the client's high-level strategic objectives or business case for migration to the public cloud services.</li> <li>2. Roadmap includes a High-level analysis of the current and future state of the client's application workloads and cloud capabilities;</li> <li>3. Roadmap includes an indication of the challenges in terms of workloads, data and critical services;</li> <li>4. Roadmap includes the incremental steps that must be taken to transition to the future state;</li> <li>5. Roadmap includes prioritization, milestones, timelines, high-level effort and cost estimates;</li> <li>6. Roadmap addresses at least five (5) strategic areas;</li> <li>7. Roadmap suggests tools and competencies that are available or must be acquired.</li> <li>8. Roadmap indicates an estimation of the economies and business value in the recommended approach</li> </ol>	
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	<p>government department or agency;</p> <ul style="list-style-type: none"> <li>• Activities grouped into a minimum of five (5) strategic areas, such as: <ul style="list-style-type: none"> <li>○ Governance</li> <li>○ Workforce</li> <li>○ Technology</li> <li>○ Operations</li> <li>○ Security</li> </ul> </li> </ul> <p>The following information should be provided with the Roadmap using the Form CR1.</p> <ol style="list-style-type: none"> <li>1. The name of the client organization;</li> <li>2. The Contract number or reference number(s), i.e. Task Authorization(s), Purchase Order(s), etc;</li> <li>3. The start and completion dates of the Contract;</li> <li>4. The Project title;</li> <li>5. Contact information for the reference person at the client organization: Name, title, telephone number, and email address.</li> </ol>			
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**ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED**