



RETURN BIDS TO:

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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 TBIPS Engineering Professional Serv	
Solicitation No. - N° de l'invitation 47419-198132/A	Amendment No. - N° modif. 007
Client Reference No. - N° de référence du client 1000348132	Date 2020-04-14
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-606-37486	
File No. - N° de dossier 606el.47419-198132	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-05-01	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
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: Mansour, Silvana	Buyer Id - Id de l'acheteur 606el
Telephone No. - N° de téléphone (613) 858-9935 ()	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 document includes responses to questions received from potential bidders and an amendment.

Question 29:

Rated Requirement CR3: a bidder's response must describe its Talent Management plan, which includes 5 components, then an additional 6 sub-components to receive points. This is a significant amount of information to convey in such a short limit of 1,500 words. Limiting the word count to this degree inhibits bidders from thoroughly and accurately demonstrating that they meet all sub-components of this requirement. It will also lead to incomplete statements about a bidders processes/plans, which devalues the purpose behind the requirement.

To allow for stronger bid responses, can the Crown please increase the word limit for CR4 to 2,500 words?

Answer 29:

Canada is agreeable to this. The word limit for CR4 is amended to 2,500 words. See amendment below.

Question 30:**Resource Requirement 'I.11- Technology Architect'**

Rated Requirement R2.2 requires the proposed resource to have experience performing tasks 'supporting Legacy-to-Cloud application migration projects', requiring each qualifying project to have a minimum duration of 12 months.

- It is common, especially in private industry, for these projects to be much shorter in duration. By limiting the requirement to projects that only last 12+ months, the Crown is penalizing projects that meet all requirements and were simply completed quicker.
- To score full points, a resource must have 5 or more projects. A resource must have their cloud migration projects spaced out perfectly in 12-month increments, otherwise the required experience may reach much further back than 5 years go (when legacy to cloud migrations were far-less common).

Can the Crown please amend R2.2 for 'I.11- Technology Architect' to allow projects with a minimum duration of six (6) months?

Answer 30:

Canada has considered the request. The requirement for a qualifying project is reduced to a minimum duration of 9 months to ensure that it still has a sufficient size and complexity and the points allocation are increased to 10 points per qualifying project, allowing for full points to be awarded to a resource with 3 Legacy-to-Cloud migration projects. See amendment below.

Question 31:**Amendment 006, Answer #28- can the Crown please confirm that:**

- **CM2-** the bidder must provide up to (a maximum of) two (2) separate and distinct IT professional Services Contracts for two separate and distinct clients?
- **CM3-** the bidder must provide two (2) separate and distinct IT professional Services Contracts for two separate and distinct clients?

Answer 31:

CM2: No. The Bidder can provide two separate and distinct IT professional services contracts for the same client, or the Bidder can provide two separate and distinct IT professional services contracts for two separate clients, or the Bidder can provide one IT professional services contract.

CM3: No. The Bidder can provide two separate and distinct IT professional services contracts for the same client, or the Bidder can provide two separate and distinct IT professional services contracts for separate clients, or the Bidder can provide one IT professional services contract.

Question 32:

Degrees, designations, certifications issued by an educational institution outside of Canada (RFP Reference: iii. Substantiation of Technical Compliance, (v) For Proposed Resources, (B), pages 14-15)

Due to the COVID-19 pandemic and in light of the most recent public health recommendations, CICIC approved organizations have either temporarily suspended in-office operations or are processing applications that were already in progress. As processing times for academic credential assessment applications will be delayed significantly during this time, we kindly request that Requirement (v) For Proposed Resources, (b) on pages 14-15 of the RFP be amended to the following:

"Recognized University or College includes any Canadian university or college as well as any international university or college listed in World Higher Education Database (WHED) provided by International Association of Universities, available at: https://www.whed.net/results_institutions.php."

Answer 32:

During the period that completion of education credential assessment services are affected by the COVID-19 pandemic, CBSA will accept international degrees or diplomas earned in the fields of study described in the criteria from higher education institutions listed in the World Higher Education Database (WHED) (<https://www.whed.net/About.html>). It will be up to the Bidder to demonstrate that the field of study is similar to the field of study described in the criteria. If the diploma or degree was not issued in the English or French language, the Bidder will provide a translation along with a copy of the original diploma/degree.

Question 33:

Regarding RFP section (d) Reference Checks, part (ii) and (iii) (page 22)

With the recent COVID-19 directives and remote access limitations some organizations are experiencing, there may be significant delays for when our client references are able to respond to their emails. With this in mind, could the Crown extend the response window from 5 working days to 10 working days?

Answer 33:

Canada has reviewed the request, however the response window of 5 working days remains unchanged.

AMENDMENT

AT ATTACHMENT 4.2 – POINT RATED TECHNICAL CRITERIA

CORPORATE RATED REQUIREMENTS:

DELETE:

CR3	<u>Talent Management Plan</u> The Bidder should describe the Talent Management Plan it	30	5 points for each of the points described below: No demonstration = 0 points	
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	<p>proposes to implement in the resulting Contract. The Plan should describe how the Bidder will:</p> <ol style="list-style-type: none"> a. Minimize and manage resource turnover; b. Maintain knowledge and expertise related to Canada Border Services Agency's requirements over the life of the resulting Contract both during and in between Task Authorizations; c. Ensure that resources will stay current with technology changes during the life of the Contract; and d. Ensure that the Bidder is able to propose qualified resources to Canada Border Services Agency within five (5) days of receipt of a request; <p>The Bidder's submission should be relevant to CBSA's requirement, should not exceed 1500 words and provided using the Form CR3.</p>		<ol style="list-style-type: none"> 1. Includes processes the Bidder uses to keep its inventory of active resources up-to-date and how intake and validation of new resources expertise is handled 2. Identifies individuals responsible for maintaining knowledge on CBSA's requirements, frequency of this maintenance, and how that knowledge is shared within the company 3. Describes how the Bidder maintains contact with the client regarding satisfaction with the outcomes or deliverables produced. 4. Describes how the Bidder maintains contact with the resources placed under the contract 5. Includes processes the Bidder uses to ensure they are able to provide alternative qualified individuals with specialized knowledge and expertise in a timely manner 6. Describes how the Bidder ensures resources skills and knowledge relative to the deliverables of the contract will remain current 	
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INSERT:

CR3	<p><u>Talent Management Plan</u></p> <p>The Bidder should describe the Talent Management Plan it proposes to implement in the resulting Contract. The Plan should describe how the Bidder will:</p> <ol style="list-style-type: none"> a. Minimize and manage resource turnover; b. Maintain knowledge and expertise related to Canada Border Services Agency's requirements over the life of the resulting Contract both during and in between Task Authorizations; c. Ensure that resources will stay current with technology changes during the life of the Contract; and d. Ensure that the Bidder is able to propose qualified resources to Canada Border Services Agency within five (5) days of receipt of a request; <p>The Bidder's submission should be relevant to CBSA's requirement, should not exceed 2500 words and provided using the Form CR3.</p>	30	<p>5 points for each of the points described below:</p> <p>No demonstration = 0 points</p> <ol style="list-style-type: none"> 1. Includes processes the Bidder uses to keep its inventory of active resources up-to-date and how intake and validation of new resources expertise is handled 2. Identifies individuals responsible for maintaining knowledge on CBSA's requirements, frequency of this maintenance, and how that knowledge is shared within the company 3. Describes how the Bidder maintains contact with the client regarding satisfaction with the outcomes or deliverables produced. 4. Describes how the Bidder maintains contact with the resources placed under the contract 5. Includes processes the Bidder uses to ensure they are able to provide alternative qualified individuals with specialized knowledge and expertise in a timely manner 6. Describes how the Bidder ensures resources skills and knowledge relative to the deliverables of the contract will remain current 	
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AT ATTACHMENT 4.2 – POINT RATED TECHNICAL CRITERIA**RESOURCE RATED REQUIREMENTS:****I.11 Technology Architect – Level 3****DELETE:**

R2.2	<p>The Bidder should demonstrate that the Proposed Resource has experience performing the following tasks supporting Legacy-to-Cloud application migration projects:</p> <ul style="list-style-type: none"> • Collecting relevant data on customer's existing applications including: architecture, workloads, services, data volumes, users, support requirements, network and other infrastructure requirements; • Conducting cloud assessments and analysis of workloads and services to determine which workloads are good candidates for migration; • Mapping source environment resources/services to target resources/services; • Defining and designing appropriate to-be application, platforms, and hosting architectures in public/private clouds; • Designing cloud architecture that meets key non-functional requirements (security, compliance, performance, resiliency, and availability); • Overseeing the migration of workloads and capabilities (e.g. Disaster recovery, archiving/backup) to cloud; and • Leveraging cloud specific 	30	6 points per project up to maximum of 5 projects (30 points)		
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	<p>services (e.g. Web Application PaaS, Resource Manager, etc.) to implement desired cloud operating models and enable DevOps capabilities.</p> <p>Note: A qualifying project will have a minimum duration of twelve (12) months and contain completion of at least three of the listed tasks.</p>				
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INSERT:

R2.2	<p>The Bidder should demonstrate that the Proposed Resource has experience performing the following tasks supporting Legacy-to-Cloud application migration projects:</p> <ul style="list-style-type: none"> • Collecting relevant data on customer's existing applications including: architecture, workloads, services, data volumes, users, support requirements, network and other infrastructure requirements; • Conducting cloud assessments and analysis of workloads and services to determine which workloads are good candidates for migration; • Mapping source environment resources/services to target resources/services; • Defining and designing appropriate to-be application, platforms, and hosting architectures in public/private clouds; • Designing cloud architecture that meets key non-functional requirements 	30	<p>10 points per project up to maximum of 3 projects (30 points)</p>		
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	<p>(security, compliance, performance, resiliency, and availability);</p> <ul style="list-style-type: none"> Overseeing the migration of workloads and capabilities (e.g. Disaster recovery, archiving/backup) to cloud; and Leveraging cloud specific services (e.g. Web Application PaaS, Resource Manager, etc.) to implement desired cloud operating models and enable DevOps capabilities. <p>Note: A qualifying project will have a minimum duration of nine (9) months and contain completion of at least three of the listed tasks.</p>				
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AT APPENDIX C TO ANNEX A - RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

2.0 Point Rated Resource Assessment Criteria:

I.11 Technology Architect – Level 3

DELETE:

R5.2	<p>The Contractor should demonstrate that the Proposed Resource has experience performing the following tasks supporting Legacy-to-Cloud application migration projects:</p> <ul style="list-style-type: none"> Collecting relevant data on customer's existing applications including: architecture, workloads, services, data volumes, users, support requirements, network and other infrastructure requirements; Conducting cloud assessments and analysis of workloads and services to 	30	6 points per project up to maximum of 5 projects (30 points)		
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	<p>determine which workloads are good candidates for migration;</p> <ul style="list-style-type: none"> • Mapping source environment resources/services to target resources/services; • Defining and designing appropriate to-be application, platforms, and hosting architectures in public/private clouds; • Designing cloud architecture that meets key non-functional requirements (security, compliance, performance, resiliency, and availability); • Overseeing the migration of workloads and capabilities (e.g. Disaster recovery, archiving/backup) to cloud; and • Leveraging cloud specific services (e.g. Web Application PaaS, Resource Manager, etc.) to implement desired cloud operating models and enable DevOps capabilities. <p>Note: A qualifying project will have a minimum duration of twelve (12) months and contain completion of at least three of the listed tasks.</p>				
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INSERT:

R5.2	<p>The Contractor should demonstrate that the Proposed Resource has experience performing the following tasks supporting Legacy-to-Cloud application migration projects:</p> <ul style="list-style-type: none"> • Collecting relevant data on customer's existing applications including: 	30	10 points per project up to maximum of 3 projects (30 points)		
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	<p>architecture, workloads, services, data volumes, users, support requirements, network and other infrastructure requirements;</p> <ul style="list-style-type: none"> • Conducting cloud assessments and analysis of workloads and services to determine which workloads are good candidates for migration; • Mapping source environment resources/services to target resources/services; • Defining and designing appropriate to-be application, platforms, and hosting architectures in public/private clouds; • Designing cloud architecture that meets key non-functional requirements (security, compliance, performance, resiliency, and availability); • Overseeing the migration of workloads and capabilities (e.g. Disaster recovery, archiving/backup) to cloud; and • Leveraging cloud specific services (e.g. Web Application PaaS, Resource Manager, etc.) to implement desired cloud operating models and enable DevOps capabilities. <p>Note: A qualifying project will have a minimum duration of nine (9) months and contain completion of at least three of the listed tasks.</p>				
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AT ATTACHMENT 4.3 - BIDDER'S RESPONSE FORMS TO CORPORATE REQUIREMENTS**DELETE:****FORM CR3**

FORM CR3 TALENT MANAGEMENT PLAN
The Bidder should describe the Talent Management Plan it proposes to implement in the resulting Contract. The Bidder's submission should be relevant to CBSA's requirement and should not exceed 1500 words.
Insert here the Talent Management Plan

INSERT:**FORM CR3**

FORM CR3 TALENT MANAGEMENT PLAN
The Bidder should describe the Talent Management Plan it proposes to implement in the resulting Contract. The Bidder's submission should be relevant to CBSA's requirement and should not exceed 2500 words.
Insert here the Talent Management Plan

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED