

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions -**  
**TPSGC**  
**Place du Portage, Phase III**  
**Core 0A1/Noyau 0A1**  
**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**  
Miscellaneous Special Projects Division (XN)/Division  
des projets spéciaux divers (XN)  
Canadian Building  
219 Laurier Ave. West, 13th Floor  
Room 13077  
Ottawa  
Ontario  
K1A 0S5

|   |   |
|---|---|
| <b>Title - Sujet</b><br>ERP-SAP TECHNICAL RESOURCES   |   |
| <b>Solicitation No. - N° de l'invitation</b><br>G7801-120019/A  | <b>Amendment No. - N° modif.</b><br>002                                   |
| <b>Client Reference No. - N° de référence du client</b><br>G7801-120019   | <b>Date</b><br>2013-01-25   |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$\$XN-105-25321  |   |
| <b>File No. - N° de dossier</b><br>105xn.G7801-120019   | <b>CCC No./N° CCC - FMS No./N° VME</b>                                    |
| <b>Solicitation Closes - L'invitation prend fin</b><br><b>at - à 02:00 PM</b><br><b>on - le 2013-02-11</b>  | <b>Time Zone</b><br><b>Fuseau horaire</b><br>Eastern Standard Time<br>EST |
| <b>F.O.B. - F.A.B.</b><br><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><br>Ward, Kristen  | <b>Buyer Id - Id de l'acheteur</b><br>105xn                               |
| <b>Telephone No. - N° de téléphone</b><br>(819) 994-0985 ( )  | <b>FAX No. - N° de FAX</b><br>(819) 934-8626                              |
| <b>Destination - of Goods, Services, and Construction:</b><br><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><br><b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   |  |
| <b>Telephone No. - N° de téléphone</b><br><b>Facsimile No. - N° de télécopieur</b>   |  |
| <b>Name and title of person authorized to sign on behalf of Vendor/Firm</b><br><b>(type or print)</b><br><b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b><br><b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b> |  |
| <b>Signature</b>   | <b>Date</b>                                  |

## AMENDMENT 002

The purpose of this amendment is to publish answers in response to questions received regarding this TBIPS SA RFP, in PART 1 and to make administrative changes to Annex D - Bid Evaluation Criteria to the Solicitation document and to the closing date, in PART 2.

### PART 1

THE FOLLOWING CLARIFICATIONS FORM PART OF THIS TBIPS SA RFP:

**Question 1)** For each category and role are there currently or have there been for in the last twelve months, resources performing this work? If yes, please provide the details of the contractors and contract value for each.

**Answer 1)** The resources included in this solicitation are new requirements and are in addition to any existing category and role currently being performed on the project.

**Question 2)** There are many TBIPS-based contracts already in place supporting HRSDC's SAP environment. What will happen to the existing contractors? Should they expect to be rolled into or "on boarded" into this contract?

**Answer 2)** It is the intent of the project to manage separately any existing contracts and award a new contract(s) as a result of this solicitation.

#### Question 3)

**a)** For M-1 and R-1 a Bidder must demonstrate a specific number of billable days and revenues. Since the essence of TBIPS is task-based, restricting references to five contracts is more indicative of an SBIPS or bids outside of TBIPS since there are few TBIPS requirements that are conducted in this manner.

**b)** Furthermore, to the best of our knowledge, there have only been two new SAP end-to-end implementations (realization, preparation, go-live support, run) projects in the last five years, namely FST and MASIS both of which were provided by large, multinational firms. So only the two firms that held the contract for FST or MASIS or the firms that can draw on experience outside of GC or the NCR can comply, thereby seeming to favour the multinational/larger firms. As long as a Bidder can demonstrate that it has provided the required number of billable days under TBIPS (showing the ability to manage task-based contracts), would this not suffice to demonstrate capability?

#### Answer 3)

**a)** HRSDC has a requirement for a large scale, flexible, task authorization based contract with a large variety of resource requirements. These resources will be evaluated on a task authorization

basis. As such the corporate capabilities in recruiting, staffing and managing the contract are key to ensure a successful execution of the program.

**b) Please refer to **Change 1)** in Part 2, below.**

**Question 4)** What is the rationale in restricting the bidder to five references for M-1?

**Answer 4)** The purpose is to ensure that the successful bidders have the experience and capability to staff projects of relative size and complexity.

**Question 5)** Why is there a requirement for an SAP certification of the Bidder when, in the many previous SAP requirements, HRSDC has never called for it before?

**Answer 5)** Please refer to **Change 2) & Change 3)** in Part 2, below.

**Question 6)** If HRSDC intends to award two contracts why are the qualifications so onerous? That is, in order to qualify the Bidder must demonstrate capacity 30% greater than the estimated resource levels (billable days evaluation criteria equates to about 49 resources yet 34 resources are estimated to be required). Please consider reducing the required number of billable days for mandatory and rated items in half.

**Answer 6)** We direct the Bidders to Annex B – Basis of Payment where we have estimated a total of 11,115 billable person days over a four (4) year period. This amount in fact exceeds the number of billable days being evaluated in M-1 and R-1. Further, Bidders are allowed to use five (5) contract references over a five (5) year period to meet this requirement. As such, we do not view this requirement to be unreasonable. This requirement shall remain as written.

**Question 7)** With M-3 Bidders must demonstrate onboarding of 10 resources within 3 months which, to the best of our knowledge, is a very uncommon practice GC TBIPS contracts, especially in the SAP realm. On-boarding of this nature is generally associated with project/solution-based contracts, obtained through SBIPS or open (MERX) RFP, rather than the task-based services of TBIPS. This approach would seem to favour the multinational/larger firms in the group. Please consider removing this requirement or reducing the number of resources from 10 to 5.

**Answer 7)** This requirement shall remain as written as it is necessary for the success of the project. HRSDC will be potentially calling up 23 resources within the first 8 weeks after Contract award and is not using a solution based model. The integration and management role of solution provider is vested in HRSDC employees.

**Question 8)** As many large government projects have utilized TBIPS to acquire multiple resources for the same project using separate contracts and different contract numbers (not unlike what ESRP has done over the past 2 years), we feel that M-1 – point 3 is unfair to many vendors

and will limit the quantity and quality of responses that HRSDC will receive. Would HRSDC consider altering the requirement so that projects, where vendors that have provided multiple resources on a single SAP project to a single client, may be considered acceptable and compliant?

**Answer 8)** Please refer to **Change 4)** in Part 2, below.

**Question 9)** In reference to R-3 of the corporate mandatory criteria, please confirm that any IMIT professional services contract where the bidder was responsible for on-boarding ten (10) or more technical resources within three (3) months of contract award within the last ten (10) years will be compliant in demonstrating experience in high ramp-up professional services contracts.

**Answer 9)** Yes, this is the correct interpretation of the requirement at R-3.

**Question 10)** Due to the complexities of this RFP would the Crown provide an extension?

**Answer 10)** Yes, please refer to **Change 5)** in Part 2, below.

**Question 11)** With regards to PART 4, at Section 4.3 (b), page 13, we note the Crown is imposing an evaluation penalty on vendors that submit pricing 30% below the mean. Firms below this limit will be marked up to the mean price for financial evaluation purposes, a measure we believe is being implemented to discourage unreasonably low price bidding strategies. Based on our debriefing experience on other federal government procurements, it is our belief that using a 30% collar will create a high degree of downward pressure on bidding rates as most firms will recognize they must bid 30% below the overall mean in order to maximize their financial score. This will set off an iterative process that creates the downward pressure.

This pricing strategy appears suitable for commodity based goods or services, however we respectfully suggest that it will not serve the Crowns interest in seeking high end professionals. In this category, both top performers and low performers will meet the identified Resource Statements of Work but command different prices and have significant differences in the their ability to support the project's success. We also suggest that a change to this clause can be made safely as the current 60/40 evaluation framework will continue to offer significant incentive for vendors to submit price competitive proposals.

We respectfully request the Crown review this clause, and consider amending it. We offer the following suggestion for your consideration:

4.3 (b) Calculation of Total Bid Price: The Total Bid Price will be calculated in accordance with Annex B Basis of Payment. Wherever a Bidder's submitted firm per diem rate for a resource category for a specified period (contract period or option period) is lower than the corresponding firm per diem mean rate as defined in (c), the firm per diem mean rate will be used in the

financial evaluation. It should be noted and the Firm Per Diem Rates submitted by the Bidder will be the actual per diem rates used in any resulting contract.

**Answer 11)** No, this requirement will remain as written.

It's Canada's intent to discourage bidders from proposing unreasonably low rates that could result in a firm's inability to deliver qualified resources to fulfill as-and-when-requested Task Authorizations, thereby putting the project at undue risk.

Any downward pressure on bidding rates will be reduced or even eliminated by applying this control mechanism. As a result, we expect bidders to apply their pricing strategies in a reasonable manner.

**Question 12)** May a bidder use project references from companies outside of Canada (specifically in the US) to answer the Evaluation Criteria?

**Answer 12)** If a firm is qualified on the TBIPS SA in all of the categories included in this solicitation, and they meet all requirements as outlined in this solicitation, they may submit a bid using any project references that meet the specified criteria.

**Question 13)** Regarding the Bid Evaluation Criteria in Annex D of the RFP, please confirm the reference projects may have been contracted with the Bidder, its parent or subsidiary.

**Answer 13)** The reference projects must have been contracted with the Bidder, or the entity (individual firm or joint venture) as qualified under the TBIPS SA, in the categories included in this solicitation.

**Question 14)** Regarding M-1, point 3. "The billable days must have been provided under a maximum of five (5) contract references where each contract is a single contract..."

Would the maximum of five (5) references cross cut all categories or are multiple references (up to 5) required for each category?

**Answer 14)** A maximum of five (5) project references may be provided. The aggregate experience of the five (5) project references must demonstrate that the Bidder has provided the minimum number of billable days across all categories, as required in M-1.

## PART 2

THE FOLLOWING AMENDMENTS FORM PART OF THIS TBIPS SA RFP.

**Change 1)** At Annex D – Bid Evaluation Criteria

Delete at M-1, under the Corporate Mandatory Criteria, point 5:

5. The billing value for at least one of the five contract references must have exceeded \$5,000,000 and have included the provision of resources for the Realization, Final Preparation, Go-live Support and Run phases.

Insert at M-1, under the Corporate Mandatory Criteria, point 5 and 6:

5. The Bidder's billing value for at least one of the five project references must have exceeded \$5,000,000; and

6. The aggregate experience of the five (5) project references must demonstrate that the Bidder has provided resources for all of the following SAP life cycle phases: Realization, Final Preparation, Go-live Support and Run.

#### **Change 2) At Annex D – Bid Evaluation Criteria**

Delete R-4 in its entirety:

| <b>ID</b> | <b>Corporate Rated Criteria</b>  | <b>Points</b>   |
|-----------|--|---|
| R-4       | The Bidder should show proof that it is a current SAP Partner (as of bid submission date) with a partner type designation of either: <ul style="list-style-type: none"> <li>• "Solution Provider" (also known as channel partners or value-added resellers VARs);</li> <li>• "SAP Business One Software Solution Provider"; or</li> <li>• Global Alliances partner.</li> </ul> | Bronze Partner = 20 points<br>OR<br>Silver Partner = 30 points<br>OR<br>Gold Partner = 40 points<br>Maximum 40 points |

#### **Change 3) At Annex D – Bid Evaluation Criteria**

Delete at the Corporate Rated Criteria, under the points column:

**TOTAL 340 points**

Insert at the Corporate Rated Criteria, under the column titled Points:

**TOTAL 300 points**

#### **Change 4) At Annex D – Bid Evaluation Criteria**

Delete at M-1, under the Corporate Mandatory Criteria, at point 3:

3. The billable days must have been provided under a maximum of five contract references where each contract is a single contract (may have included multiple Task Authorizations (TAs) under a single contract) with a single client (as is defined in Section 7.4 of the Terms and Conditions for this RFP);

Insert at M-1, under the Corporate Mandatory Criteria, at point 3:

3. The billable days must have been provided under a maximum of five contract **or project** references where each **contract or project** is with a single client (as is defined in Section 7.4 of the Terms and Conditions for this RFP). **Each project may have been contracted under a single contract (may have included multiple Task Authorizations), or under multiple contracts. In the latter case, the Bidder must provide clear and sufficient proof in its response that these multiple contracts are in fact associated with one and only one project;**

**Change 5)** On Page 1 of the Solicitation document

Delete:

Solicitation Closes - L'invitation prend fin  
at - à 02:00 PM  
on - le 2013-02-04

Insert:

Solicitation Closes - L'invitation prend fin  
at - à 02:00 PM  
on - le 2013-02-11

**Change 6)** At Annex D – Bid Evaluation Criteria

Delete at M-3, under the Corporate Mandatory Criteria:

The Bidder must demonstrate its experience in at least one (1) high ramp-up professional services contract where it has been responsible for on-boarding ten (10) or more technical resources within three (3) months of contract award within the last ten (10) years. The Bidder must complete Appendix B to Annex D for contract references.

Insert at M-3, under the Corporate Mandatory Criteria:

The Bidder must demonstrate its experience in at least one (1) high ramp-up professional services contract **or project**, where it has been responsible for on-boarding 10 or more technical

resources within 3 months of contract award **or project start-up** within the last 10 years. The Bidder must complete Appendix B to Annex D for contract **or project** references.

**Change 7) At Annex D – Bid Evaluation Criteria**

Delete at R-3 under the Corporate Rated Criteria:

The Bidder should demonstrate its experience in high ramp-up professional services contracts where it was responsible for on-boarding ten (10) or more technical resources within three (3) months of contract award within the last ten (10) years. The Bidder must complete Appendix B to Annex D as a contract reference for each project.

Insert at R-3, under the Corporate Rated Criteria:

The Bidder should demonstrate its experience in high ramp-up professional services contracts **or projects**, where it was responsible for on-boarding ten (10) or more technical resources within three (3) months of contract award **or project start-up** within the last ten (10) years. The Bidder must complete Appendix B to Annex D as a contract **or project** reference for each project.

**Change 8) At Annex D – Bid Evaluation Criteria**

Delete at R-2, under the column titled Points:

20 points per reference contract. Maximum 100 points

Insert at R-2, under the column titled Points:

20 points per reference contract **or project**. Maximum 100 points

**Change 9) at Solicitation PART 3 - Bid Preparation Instructions**

Delete at 3.1 (d) in its entirety (*bidders may only submit 1 bid*):

(d) The Bidder may submit more than one bid. If an alternate bid is submitted, it must be a physically separate document, clearly marked as an alternate bid. Each bid will be evaluated independently, without regard to the other bids submitted by the Bidder. As a result, every bid must be complete on its own. Even though material submitted in one bid will not be used to supplement another bid submitted by the same Bidder, where inconsistencies are noted among multiple bids submitted by the same Bidder, Canada may consider those inconsistencies in evaluating the multiple bids. If the Bidder submits multiple bids and wishes to withdraw one or more of those bids, Canada may require that the Bidder withdraw either all its bids, or none of them.



Solicitation No. - N° de l'invitation

G7801-120019/A

Amd. No. - N° de la modif.

002

Buyer ID - Id de l'acheteur

105xn

Client Ref. No. - N° de réf. du client

G7801-120019

File No. - N° du dossier

105xnG7801-120019

CCC No./N° CCC - FMS No/ N° VME

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**ALL OTHER TERMS AND CONDITIONS OF THIS TBIPS REMAIN UNCHANGED.**