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 0A1/Noyau 0A1
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.

Title - Sujet SYSTEMS & WEB SUPPORT	
Solicitation No. - N° de l'invitation EP887-141960/A	**Amendment No. - N° modif.** 003
Client Reference No. - N° de référence du client 20141960	**Date** 2014-03-04
GETS Reference No. - N° de référence de SEAG PW-$$EL-609-26872	
File No. - N° de dossier 609el.EP887-141960	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin
at - à **02:00 PM**
on - le **2014-03-25**

Time Zone
Fuseau horaire
Eastern Standard Time
EST

F.O.B. - F.A.B.
Plant-Usine: ☐ **Destination:** ☐ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Bastien, Josée	**Buyer Id - Id de l'acheteur** 609el
Telephone No. - N° de téléphone (819) 956-6770 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

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**

Issuing Office - Bureau de distribution
Informatics Professional Services - EL
Division/Services professionnels en informatique - division EL
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

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This Amendment number 003 is raised to respond to the following vendors' questions and to apply the following changes to the RFP.

Question 1

R.5 requires experience with the overall management of a complete project lifecycle in SAP or PeopleSoft. In order to qualify, each reference project must demonstrate all of the following phases: project planning; analysis; design; implementation; integration, testing and data conversion; and deployment, acceptance and documentation. End-to-end project management is typically the function of a systems integrator and is not in line with the requirements of this SOW which the Crown defines as the provision of "functional and technical personnel in support of ERP software managed by the Shared Services Integration sector on an "as and when requested" basis as initiated through Task Authorizations." In order to align this requirement with the requirements of the SOW, we respectfully request that R.5 is amended to allow for projects that through the provision of as and when requested resources have provided services in all of the following phases: project planning; analysis; design; implementation; integration, testing and data conversion; and deployment, acceptance and documentation.

This will ensure the crown qualifies companies that are aligned to their contractual needs.

Answer 1

We are qualifying the company here not the resource, therefore Bidder demonstrate that it was responsible for the overall management for the complete project lifecycle.

Question 2

We understand that the mandatory and rated requirements of this RFP are created to generate a pool of vendors that can properly add value to the Integrated Services Branch. As many of the projects that will meet the requirements in the mandatory and especially the rated criteria are multi-year and lengthy in nature, many of these projects are currently ongoing and have yet to be completed. To ensure that the Crown is obtaining the best value and selecting vendors who can truly provide these services, we respectfully request that the following requirement "(ii) a project must have been completed by the bid closing date;" [found in Part 3, 3.2 Section I: Technical Bid, subsection (iii) on page 10] be amended to include on-going projects.

Answer 2

At 3.2 **Section I: Technical Bid,** of the RFP:

Delete:

iii) For Previous Similar Projects, in it's entirety.

Insert:

iii) For Previous Similar Projects: Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iii)

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if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated.

Questions 3

A)   R4 is requesting experience providing services to the Government of Canada with PeopleSoft 8.9 or higher. As the Crown appears to be looking for vendors that have experience with recent upgrades and versions of PeopleSoft, we respectfully request that experience with any and all Government departments in PeopleSoft 8.9 or higher be seen as sufficient in demonstrating the experience required.

B)   In reference to M.1 - Will the crown please provide clarification as to why a Bidder must have demonstrated experience providing ERP services totalling $25M in the past three years?

C)   Will the crown please provide clarification as to the significance of the requirement of a minimum of $5M in both PeopleSoft and SAP?

D)   Will the crown please consider revising M1 to allow for $15M within the past 7 years?

E)   Will the crown please consider revising M2 to include all resources as outlined in section 1.2(g) of the RFP?

F)   Pg 59 of 105 In Attachment 1 Bid Evaluation Criteria, 1.2 Point Rated Requirement R1 SAP revenues requires >$8M for full points and R2 PeopleSoft requires >$3M for full points. Considering the rest of the mandatory and rated criteria shouldn't the revenue requirements for SAP and PeopleSoft be the same?

G)   For R1 and R2 can the definition of Government Department be expanded to include federal and provincial Crown Corporations and regional governments.

H)   In order to allow qualified firms with more experience in the private sector and governments outside of the Government of Canada to compete for this RFP:

i)   For R3 we request that the experience in SAP ECC 6 or higher be allowed in any organization as experience on a specific platform is relevant to any organization and not specific to Government of Canada. If not any organization than please allow experience in any government entity (municipal, regional, provincial or crown corporations)

ii)   For R4 we request that the experience in PeopleSoft 8.9 or higher be allowed in any organization as experience on a specific platform is relevant to any organization and not specific to Government of Canada. If not any organization than please allow experience in any government entity (municipal, regional, provincial or crown corporations)

iii)   For R5 we request that the experience in the end to end projects be allowed in any type of organization as this type of experience is relevant to any organization and not specific to governments.

Answers 3:

At **ATTACHMENT 1 - BID EVALUATION CRITERIA** of the RFP, amend as follows:

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DELETE, in it's entirety:

INSERT:

ATTACHMENT 1 - BID EVALUATION CRITERIA

Technical proposals will be evaluated and scored in accordance with the following evaluation criteria (Mandatory and Rated Requirements). Substantiation of mandatory and point-rated requirements must not simply be a repetition of the criteria, but must explain and demonstrate how the Bidder meets the requirement. Where Canada determines that the substantiation of a mandatory requirement is not complete, the Bidder will be considered non-responsive. In the case of point-rated requirements, unless the Bidder demonstrates that the requirement is met, points will not be awarded.

1.   CORPORATE QUALIFICATION REQUIREMENTS

1.1   MANDATORY REQUIREMENTS

Experience and Expertise of the Bidder		
Criteria	**Mandatory Requirement**	**Bidder's Response**
		Demonstrated experience (Bidders to insert data)
M.1	The Bidder must demonstrate ERP contract(s) totalling revenues of $15M in the past three (3) years. Of the $15M a minimum $3.5M must be in PeopleSoft and minimum of $3.5M must be in SAP. All revenues must be substantiated by the Bidder with the following information including the client contact/authority who can verify services delivered and validate the revenues stated. Customer Contact Information 1. Name of Organization: 2. Contact Name: 3. Email Address: 4. Phone Number: Contract Detail: 1. Project Title:	

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	2. ERP System Type: SAP, PeopleSoft 3. Project Summary: (1 paragraph describing scope and key responsibilities) 4. Project Start Date: 5. Project End Date: 6. Total Project Value	
M.2	The Bidder must demonstrate that the proposed ERP contract(s) experience in M1, included supplying all of the following categories: 1. ERP Functional Analyst 2. Programmer/Analyst 3. ERP Technical Analyst 4. Business Transformation Architect 5. Project Manager One CV per resource category must be sumitted. All resources must have performed, for each resource category, the minimum number of Roles and Responsibilities defined at Annex 1 to Attachment 1.	

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ANNEX 1 TO ATTACHMENT 1

ROLES AND RESPONSIBILITIES DEFINITIONS

1. ERP FUNCTIONAL ANALYST

For the purposes of this evaluation, the roles and responsibilities of a **ERP Functional Analyst** are defined as followed and must be demonstrated conducting a minimum of 7 out of 15 of the following tasks and activities:

1.1 Research, analyze and document user requirements, map interdependencies, and produce the required functional specifications and/or process re-engineering recommendations;
1.2 Provide functional and technical expertise/advice on modules and available functionality;
1.3 Interview departmental stakeholders and key managers to develop common priorities, as well as, existing or upcoming future requirements;
1.4 Conduct working groups to facilitate requirements gathering;
1.5 Attend business requirement gathering and gap analysis meetings;
1.6 Document and perform fit/gap to system;
1.7 Model/map administrative process and data requirements;
1.8 Analyze code and objects to determine functional fit;
1.9 Assist developers in the understanding of design specifications;
1.10 Review Functional/Transaction Design Documents;
1.11 Help to resolve various implementation issues;
1.12 Create test scenarios and scripts according to business requirements;
1.13 Validation test cases and support system testing;
1.14 Create a test bed of data for the testing environments;
1.15 Participate in testing, monitoring and reconciliation work related to data quality, data integrity and reports.

2. ERP TECHNICAL ANALYST

For the purposes of this evaluation, the roles and responsibilities of an **ERP Technical Analyst** are defined as followed and must be demonstrated conducting a minimum of 6 out of 12 of the following tasks and activities:

2.1 Plan and provide advice to management regarding system landscape architectures including upgrade strategies;
2.2 Recommend an architectural design for a shared instance and supervise its implementation;
2.3 Develop or assist with business and functional requirements, project scope, estimates of effort and duration;
2.4 Translate functional and business requirements into technical requirements;
2.5 Develop and/or manage technical aspects of application software, user interfaces, and third-party components;
2.6 Conduct, assist with, and/or manage unit and system tests;
2.7 Establish technical standards for the technical framework;
2.8 Help to resolve various implementation issues and recommend solutions;
2.9 Take part in testing, monitoring and reconciliation work related to the solution, to reports, data quality and data integrity;
2.10 Analyze and coordinate data file conversions;
2.11 Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data;
2.12 Oversee all facets of the conversion process and provide conversion support;
2.13 Import files from heterogeneous platforms.

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3. PROGRAMMER/ANALYST

For the purposes of this evaluation, the roles and responsibilities of a **Programmer/Analyst** are defined as followed and must be demonstrated conducting a minimum of 6 out of 12 of the following tasks and activities:

3.1 Analyses of functional requirements leading to the execution of the design, development and implementation of changes to the application;
3.2 Responsible for developing and maintaining configuration and programs based on approved requirements working both independently and within a team;
3.3 Participate in application support activities, including interaction with end users, troubleshooting and correcting issues, and reporting to management;
3.4 Deliver technical specifications documents using the functional specifications provided by the functional and integration teams;
3.5 Create and modify configuration and code for software as per technical specifications;
3.6 Create and modify approved screens/pages and reports;
3.7 Develop, test and implement program and configuration changes;
3.8 Produce reports, manuals, programs, data files, and procedures for applications;
3.9 Provide expertise/advice on modules and available application functionality;
3.10 Analyze Code and objects to determine functional fit;
3.11 Participate in the review of all customization requests and their associated costs;
3.12 Execute tasks related to the implementation of application and database design and fixes, coding and technical documentation.

4. BUSINESS TRANSFORMATION ARCHITECT

For the purposes of this evaluation, the roles and responsibilities of a **Business Transformation Architect** are defined as followed and must be demonstrated conducting a minimum of 5 out of 10 of the following tasks and activities:

4.1 Transform the enterprise and prioritize options against clear decision-making criteria;
4.2 Provide strong knowledge of good business practices combined with a sound understanding of architectural and technical issues;
4.3 Articulate service visions, able to align Information Technologies with Enterprise Strategy;
4.4 Shares common solutions and best practices;
4.5 Advise and coordinate business and technology transformation initiatives;
4.6 Bridge the gaps between business and IT to help the enterprise document its operational business design based on sound principles and standards;
4.7 Design the total solution delivery environment;
4.8 Organize and lead complex projects across multiple processes and business lines;
4.9 Lead cross organizational information gathering sessions;
4.10 Architect solutions using business architecture components, process change, or organizational change.

5. PROJECT MANAGER

For the purposes of this evaluation, the roles and responsibilities of a **Project Manager** are defined as followed and must be demonstrated conducting a minimum of 8 out of 16 of the following tasks and activities:

5.1 Responsible for accomplishing the stated project objectives;

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5.2   Create clear and attainable project objectives, building the project requirements, and managing the constraints of the project management triangle, which are cost, time, scope, and quality;

5.3   Identify resources needs and works with program managers to assign individual responsibilities;

5.4   Create and execute project work plans and timelines and revises as appropriate to meet changing needs and requirements;

5.5   Manage day-to-day operational aspects of a project and scope;

5.6   Lead project scoping activities;

5.7   Effectively communicates relevant project information to team and stakeholders;

5.8   Route work between all responsible resource teams in all stages of the system like cycle;

5.9   Communicates project changes and updates to appropriate team members;

5.10 Facilitate team and stakeholder meetings to review work;

5.11 Prepare regular status reports and distributes as necessary;

5.12 Review deliverables prepared by team before presenting to stakeholders;

5.13 Ensure documents are complete, current, and stored appropriately;

5.14 Resolve and /or escalate issues in a timely fashion;

5.15 Manage both internal and external approvals;

5.16 Monitor scope creep and re-scopes projects if necessary.

1.2   POINT RATED REQUIREMENT

Experience and Expertise of the Bidder

			BIDDER'S RESPONSE
#	RATED CRITERIA	POINTS MAX	DEMONSTRATED EXPERIENCE
R.1	The Bidder should demonstrate experience in providing informatics professional services in working with SAP ERP systems within the last five years for a Canadian Government department (federal or provincial or municipal or Federal Crown Corporation and Agencies) with over 1,000 employees.	10	The Bidder will be awarded points for the sum of Total Value demonstrated as follows: $500K to <$1.5M = 2 points $1.5M to <$2M = 4 points $2M to <$2.5M = 5 points $2.5 to <$3M = 6 points $3M to <$3.5M = 8 points >$3.5M = 10 points
R.2	The Bidder should demonstrate experience in providing informatics professional services in working with PeopleSoft ERP systems within the last five years for a Canadian Government department (federal or provincial or municipal or Federal Crown Corporation and Agencies) with over 1,000 employees.	10	The Bidder will be awarded points for the sum of Total Value demonstrated as follows: $500K to <$1.5M = 2 points $1.5M to <$2M = 4 points $2M to <$2.5M = 5 points $2.5M to <$3M = 6 points $3M to <$3.5M = 8 points >$3.5M = 10 points
R.3	The Bidder should demonstrate experience in providing ERP informatics professional services to Canadian Government department	10	The Bidder will be awarded points for the sum of Total Value demonstrated as follows:

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Experience and Expertise of the Bidder

#	RATED CRITERIA	POINTS MAX	BIDDER'S RESPONSE DEMONSTRATED EXPERIENCE
	(federal or provincial or municipal or Federal Crown Corporation and Agencies) with SAP ECC 6 or higher.		$500K to <$1.5M = 2 points $1.5M to <$2M = 4 points $2M to <$2.5M = 5 points $2.5M to <$3M = 6 points $3M to <$3.5M = 8 points >$3.5M = 10 points
R.4	The Bidder should demonstrate experience in providing ERP informatics professional services to Canadian Government department (federal or provincial or municipal or Federal Crown Corporation and Agencies) with PeopleSoft 8.9 or higher.	10	The Bidder will be awarded points for the sum of Total Value demonstrated as follows: $500K to <$1.5M = 2 points $1.5M to <$2M = 4 points $2M to <$2.5M = 5 points $2.5M to <$3M = 6 points $3M to <$3.5M = 8 points >$3.5M = 10 points
R.5	The Bidder should demonstrate its experience in managing an end-to-end SAP or PeopleSoft ERP project within the last five years for Canadian Government department (federal or provincial or municipal or Federal Crown Corporation and Agencies) with over 1,000 employees. In order to qualify the Bidder must demonstrate that it was responsible for the overall management for the complete project lifecycle. Each demonstrated project must include the following information: Customer Contact Information Name of Organization: Contact Name: Email Address: Phone Number: Contract Detail Project Title:	15	The Bidder will be awarded five 5 points for each project to a maximum of three (3) projects.

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Experience and Expertise of the Bidder

#	RATED CRITERIA	POINTS MAX	BIDDER'S RESPONSE
			DEMONSTRATED EXPERIENCE
	Project Summary: (Scope, Requirements, System Overview) ERP System Type: SAP, PeopleSoft Project Start Date: Project End Date: Responsibilities fullilled by Key Resource: Summary of Key Resource Responsibilities Note: Each reference project must demonstrate all phases: 1) Project Planning 2) Analysis 3) Design 4) Implementation 5) Integration, Testing and Data Conversion 6) Deployment, Acceptance and Documentation		
MAX. AVAILABLE POINTS		55	
MIN. POINTS REQUIRED		38	
Note: Proposals that do not meet the above minimum pass mark of 38 points, will be found non-responsive.			

At Clause **4.4 Basis of Selection,** of the RFP:

Delete a) Evaluation of Bid, in it's entirety.

Insert:

a)   Evaluation of Bid

Selection Process: The following selection process will be conducted:

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(i) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass mark for the point rated criteria identified in this bid solicitation to be declared responsive.

(ii) The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 60 while the greatest possible Total Financial Score is 40.

   (A) Calculation of Total Technical Score: The Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:

   $$\frac{\text{Technical Score}}{\textbf{Maximum Technical Points (55)}} \quad \text{x} \quad 60 \quad = \quad \text{Total Technical Score}$$

   (B) Calculation of Total Financial Score: The Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:

   $$\frac{\text{Financial Score}}{\textbf{Maximum Financial Points (1320)}} \quad \text{x} \quad 40 \quad = \quad \text{Total Financial Score}$$

   (C) Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

   Total Technical Score + Total Financial Score = Total Bidder Score

(iii) In the event of identical Total Bidder Scores occurring, then the bid with the highest Total Technical Score will become the top-ranked bidder.

Question 4

For R.1 and R.2, please confirm that any and all publicly funded institutions qualify as Government departments.

Answer 4

Canada will not provide a response to a hypothetical set of facts. All bid evaluation will occur after bid closing.

Question 5

We are trying to understand the financial evaluation criteria as it relates to the Statement of Work and technical evaluation. The mandatory and rated technical requirements pertain to SAP and PeopleSoft. The Statement of Work and Resulting Task Assessment Procedure also include Freebalance, GCDOCS and Shared Case Management. From this we infer that the primary requirement is for SAP and PeopleSoft support with potential for services to support the 3 other systems.   Why then is the financial weighting flat across all levels and categories when this is not in line with the technical requirements? That is, should the financial weighting not reflect the RFP SOW and technical evaluation and pertain to only the five (5) resource categories required in M2? Should PWGSC wish to ensure fair rates for the ancillary/non-core resource categories, then a banding exercise could applied to rates of the successful/qualified bidders.

Answer 5

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The requirement remains unchaged.

Questions 6

A)   In Reference to RFP Section 1.1 Mandatory Requirements page 54 of 105 "Only experience for SAP and PeopleSoft Enterprise Resource Planning (ERP) services billable days and dollars experience, demonstrated to be associated to the Bidder itself, will count as experience (and does not include billings of any proposed subcontractor or any affiliate of the Bidder)".

The exclusion of the Bidder's affiliate appears to only relate to demonstrating experience as throughout the RFP there are various requirements that bind the bidder's affiliates. For example, Section 5.1 Mandatory Certifications Required Precedent to Contract Award subsection (a) Code of Conduct and Certifications – Related documentation on page 21 of the RFP states "By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications – Bid of Standard Instructions 2003….."

We recommend that given the other requirements binding the Bidder's affiliate(s), that the Bidder be allowed to use its affiliate to demonstrate its extensive relevant delivery and client reference base. The Bidder intends and will certify that it will be using its affiliate to deliver resources to meet its obligations should it be awarded a contract. We believe this would bring value to PWGSC's competitive process and provide it with access to global organizations with local proven capability to secure the right qualified resources as and when required.

Please confirm that the Crown will accept the Bidder and its affiliate to demonstrate its corporate references as part of its response to this RFP.

B)   In section 1.1 (Mandatory Requirements) on page 54 of the RFP it states "Only experience for SAP and PeopleSoft Enterprise Resource Planning (ERP) services billable days, and dollars experience, demonstrated to be associated to the Bidder itself, will count as experience (and does not include billings of any **proposed subcontractor** or any affiliate of the Bidder)." – Will the Crown please confirm that the Sub Contractors referenced in this statement are independent individual subcontractors as well as companies which are Sub contractor to the prime?

C)   We believe Mandatory requirement M1 sets the bar at a very high level. In our opinion, this raises the prospect of Canada receiving less than 3 compliant bids and, potentially, being locked in with a single vendor for this work. As we understand the requirements, it is clear that Canada wishes to engage with Bidders that have significant experience in similar size and complexity public sector ERP environments. However, the current definition of Bidders excludes several global players who have that experience and expertise. We therefore recommend the definition of Bidder be amended toallow the use of project references of a parent and / or affiliates where the Bidder has in place, formal arrangements with the parent / affiliate permitting the Bidder to access personnel, intellectual property and other resources to provide the proposed services?

D)   Section 1.1 of the Corporate Qualification Requirements states that bidders are not permitted to submit the experience of their affiliates. Many of the mandatory and rated criteria are for government experience, and not all government experience of the bidders will be constrained to Canadian governments. This requirement prevents Canadian incorporated companies who are subsidiaries of global parents from submitting the experience of their parent, which may be required to meet Canada's requirements. Would Canada please clarify that Canadian affiliates and subsidiaries of global corporations can submit the experience of their parent companies in their responses.

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E)   In Section 3.2 (iii), Canada states that corporate experience must have been completed by the bidder. Canada has requested detailed experience for SAP and PeopleSoft projects within government, but the requirements for Canadian government experience limit the ability of vendors to qualify. While companies are performing work in SAP or PeopleSoft in the federal government, few GC suppliers will have the depth of experience to qualify. The requirement is unnecessarily restrictive. Given that most vendors will need to partner to demonstrate experience within the Government of Canada, would Canada please amend the requirement to allow bidders to submit the experience of their subcontractors and affiliates.

Answer 6

Canada will not allow bidders to submit the experience of their subcontractors, affiliates, subsidiaries of global corporations or parent companies in their responses. Please see changes made to Mandatory and Rated Criteria at Answer 3 of this Amendment.

Question 7

Will the crown elaborate on the significance of having provided each of the listed categories (ERP Functional Analyst, Programmer/Analyst, ERP Technical Analyst, Business Transformation Architect, and Project Manager) for each contract referenced in response to M.1? Would a bidder having experience providing all or a combination of the resources outlined in section 1.2 (g), not be able to fulfill the requirements outlined within the RFP?

Answer 7

The Crown considers these key resource categories for this RFP and will not consider a combination of the resources outlined in section 1.2.

Question 8

A)   The Requirement (SOW para 2) is for support of five ERP solutions: SAP, PeopleSoft, FreeBalance, GCDOCS (OpenText), and Case Management (MS Dynamics CRM). Yet, each and every one of the qualification criteria (M.1, M.2 and R.1 thru R.5) restrict the competition to those firms with extensive experience with the first two of those five, i.e. SAP and PeopleSoft. For what reason is Canada excluding those firms with experience in FreeBalance, GCDOCS, and Case Management? Despite some inconvenience to the contracting process, would it not be more fair, transparent and competitive – and ultimately better for Canada -- to break this RFP into 5 streams, and award contracts to the firms most qualified in each of them?

B)   This RFP covers the support of five ERP solutions (SAP, PeopleSoft, FreeBalance, GCDOCS (OpenText), and Case Management (MS Dynamics CRM)). We see that each of the qualification criteria - M.1, M.2 and R.1 to R.5 - restrict the competition for all ERP streams to those companies with broad experience with the first two of those five (SAP and PeopleSoft).We don't understand why Canada is excluding companies who have broad experience in FreeBalance, GCDOCS, and Case Management, and not necessarily SAP or Peoplesoft. Given this, the procurement process does not appear fair, competitive or transparent; is overly restrictive, and allows only large Integrators who meet all of the criteria to tender bids. We suggest that Canada structure the RFP so that vendors could bid on one, or more, ERP (streams) and establish the criteria in relation to that specific stream. This would allow companies who specialize in any one, i.e., Case Management, to submit a proposal. Please advise if the Government is willing to revise the RFP and allow companies to bid on any one, specialized stream.

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Answer 8:

No. The Crown is looking for vendors with strong corporate experience with SAP and PeopleSoft as the majority of the work is within those two ERP systems.

Question 9

We believe that Mandatory Requirement M1 when coupled with the rated requirements R3 and R4 will serve to eliminate many potential bidders as the experience required is specific to Government of Canada. In order to ensure Canada receive best value for this solicitation, we recommend the rated requirements allow public sector experience conducted in the US and EU therefore ensuring the bidders can add value based on real world experience acquired in similar size and scope public sector ERP environments.

Answer 9

No. The requirement remains unchaged.

Question 10

Regarding Experience and Expertise of the Bidder Criteria M.1 on page 54: To demonstrate ERP contracts totaling revenues of $25M, please confirm it is acceptable to use SAP and PeopleSoft contract(s) that are ongoing as long as the Bidder validates that the revenues calculated were billed within the past three years.

Answer 10

Yes.

Question 11

RE: Project Reference Revenues

Most firms do not close their books on a given month until well into the next month. Further, there is a lot of detail to be compiled and validated to substantiate revenues for this RFP. In order to ensure that all Bidders are using the same period, please consider a fixed validity period for project revenues of February 2011 to January 2014. Otherwise, if there are any delays (i.e. presently there are outstanding questions) or extensions, this will create extra work (incurring unwelcome costs) and potential anomalies between Bidders.

Answer 10

No.

Question 12

With respect to M.2 would the crown please clarify this requirement. Is the crown attempting to substantiate that the resources who worked on the engagements cited in M.1 still work for the Bidder? Or is the crown attempting to substantiate that the Bidder has previously demonstrated the ability to deliver the five capabilities (resource categories) listed in M.2?

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Answer 12

The Bidder has previously demonstrated the ability to deliver the five capabilities (resource categories) listed in M.2.

Question 13

Section 4.4 provides a formula for scoring where points are allocated between Technical and Financial. For clarity purposes would the crown please provide an example of how the weighting will be applied against the maximum technical points of 50 and the maximum financial points for 1320 to arrive at the Total Bidder Score.

Answer 13

The method is provided at 4.3 Financial Evauation of the RFP.

Question 14

Would an organization, having experience providing the resources and deliverables outlined in the RFP; however not totalling the required $25M within the past 3 years, but rather a smaller dollar value over a longer period of time, not be capable of providing the services required by the resulting contract? It is our opinion, based on the way in which the mandatory requirements are written, the crown is not allowing for a fair and competitive process. Further to this, an organization having experience over a period of time, longer than 3 years may in fact provide more value and have a better breadth of experience with respect to providing the services outlined in the RFP.

Answer 14

No. The requirement remains unchanged.

_____

The Following changes apply to the RFP:

At At PAGE 1 of the RFP, **Solicitation Closes - L'invitation prend fin** , amend as follows:

Delete:

On - Le 2014-03-19

At - À: 2:00PM

Insert:

On - Le 2014-03-25

At - à: 2:00PM

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.