

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions**  
**- TPSGC**  
**Place du Portage, Phase III**  
**Core 0B2 / Noyau 0B2**  
**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> ITQ e-Procurement Solution (EPS)	
<b>Solicitation No. - N° de l'invitation</b> EN578-131350/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20131350	<b>Date</b> 2015-02-24
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XN-111-28381	
<b>File No. - N° de dossier</b> 111xn.EN578-131350	<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 2015-03-09</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Moore, Karen	<b>Buyer Id - Id de l'acheteur</b> 111xn
<b>Telephone No. - N° de téléphone</b> (819) 956-1410 ( )	<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> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<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>

Solicitation No. - N° de l'invitation

EN578-131350/B

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

20131350

Amd. No. - N° de la modif.

001

File No. - N° du dossier

111xnEN578-131350

Buyer ID - Id de l'acheteur

111xn

CCC No./N° CCC - FMS No/ N° VME

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See attached.

**Invitation To Qualify (ITQ)**  
**Solicitation Amendment 001**

**Purpose:**

- A) To identify changes to the ITQ.  
B) To respond to questions regarding the ITQ.

**(A) CHANGES****CHANGE 1**

At ITQ Part 6 - Certifications, section 5.1.3 ISO 27001 Certification:

**Delete:** in its entirety

**Insert:** 5.1.3 Intentionally left blank.

[Reminder to Respondents: Respondents are reminded that the anticipated RFP may contain a requirement for ISO 27001 Certification - reference Part 8, section 8.1(h)4.]

**CHANGE 2**

At Attachment 1 to Part 4 - Mandatory Evaluation Criteria, Mandatory Requirements (table):

**Delete:** M1, M2 and M3 in their entirety.

**Insert** [MS Word version of revised Mandatory Evaluation Criteria available on GETS]:

REQ #	Mandatory Requirement	Cross Reference to Response
<b>M1</b>	<p><b>Primary e-Procurement Service Experience</b></p> <p>The Respondent must demonstrate e-procurement service experience, on one project, whereby:</p> <ul style="list-style-type: none"> <li>(a) The Respondent was the lead service provider for the configuration and implementation of the project;</li> <li>(b) The Respondent's work on the project must have started after December 31, 2004 and the project implementation must have been completed before January 1, 2015;</li> <li>(c) The e-procurement service must have had a minimum of 25,000 users from a variety of roles, including internal users (such as buyers) and external users (such as suppliers);</li> <li>(d) A minimum of 100,000 online transactions must have been processed through the e-procurement service annually (any one-year period); and</li> </ul>	

REQ #	Mandatory Requirement	Cross Reference to Response
	<p>(e) The project must have included the following components, including at minimum one of the functionalities of each component as described in section <b>“3.1 of Annex 1 – High Level Requirements”</b>:</p> <ul style="list-style-type: none"> <li>(i) Portal;</li> <li>(ii) Sourcing Management;</li> <li>(iii) Procurement Management;</li> <li>(iv) Contract Management;</li> <li>(v) Business Intelligence;</li> <li>(vi) Supplier Relationship Management;</li> <li>(vii) Records Management; and</li> <li>(viii) User Management.</li> </ul>	
<p><b>M2</b></p>	<p><b>Secondary e-Procurement Service Experience</b></p> <p>The Respondent must demonstrate e-procurement service experience, on one project in addition to the project demonstrated in response to M1, whereby:</p> <ul style="list-style-type: none"> <li>(a) The Respondent was the lead service provider for the configuration and implementation of the project;</li> <li>(b) The Respondent’s work on the project must have started after December 31, 2004 and the project implementation must have been completed before January 1, 2015;</li> <li>(c) The e-procurement service must have had a minimum of 10,000 users from a variety of roles, including internal users (such as buyers) and external users (such as suppliers);</li> <li>(d) A minimum of 50,000 online transactions must have been processed through the e-procurement service annually (any one-year period); and</li> <li>(e) The project must have included the following components, including at minimum one of the functionalities of each component as described in section <b>“3.1 of Annex 1 – High Level Requirements”</b>: <ul style="list-style-type: none"> <li>(i) Portal;</li> <li>(ii) Sourcing Management;</li> <li>(iii) Procurement Management;</li> </ul> </li> </ul>	

REQ #	Mandatory Requirement	Cross Reference to Response
	<ul style="list-style-type: none"> <li>(iv) Contract Management;</li> <li>(v) Business Intelligence;</li> <li>(vi) Supplier Relationship Management;</li> <li>(vii) Records Management; and</li> <li>(viii) User Management.</li> </ul>	
<b>M3</b>	<p><b>General Service Experience</b></p> <p>The Respondent must demonstrate service experience, on one project in addition to the projects demonstrated in response to M1 and M2, whereby:</p> <ul style="list-style-type: none"> <li>(a) The Respondent was the lead service provider for the configuration and implementation of the project;</li> <li>(b) The Respondent’s work on the project must have started after December 31, 2004 and the project implementation must have been completed before January 1, 2015;</li> <li>(c) The service must have had a minimum of 10,000 users from a variety of roles, including internal users (such as buyers) and external users (such as suppliers);</li> <li>(d) A minimum of 50,000 transactions must have been processed through the service annually (any one-year period); and</li> <li>(e) The project must have included the following components, including at minimum one of the functionalities of each component as described in section <b>“3.1 of Annex 1 – High Level Requirements”</b>: <ul style="list-style-type: none"> <li>(i) Portal;</li> <li>(ii) User Management; and</li> <li>(iii) Service Management.</li> </ul> </li> </ul>	

**CHANGE 3**

At Part 3, section 3.1, Section 1: Technical Response:

**Delete:**

In the technical response, Respondents are requested to explain and demonstrate how their response meets the ITQ technical requirements. The Technical Response must include submission of Form 1: ITQ Submission Form, and Attachment 1 to Part 4: Mandatory Evaluation Criteria. Form 2: Project Reference Check Form may be included with the Technical Response submission, or must be provided upon request by the Contracting Authority within the timeframe identified in the request.

**Insert:** Solicitation no: EN578-131350/B

PWGSC

In the technical response, Respondents are requested to explain and demonstrate how their response meets the ITQ technical requirements. The Technical Response must include submission of Attachment 1 to Part 4: Mandatory Evaluation Criteria. Form 1: ITQ Submission Form and Form 2: Project Reference Check Form may be included with the Technical Response submission, or must be provided upon request by the Contracting Authority within the timeframe identified in the request.

At Form 1 - ITQ Submission Form, section (b):

**Delete:** Respondent's Procurement Business Number (PBN)

**Insert:** Respondent's Procurement Business Number (PBN) - if the Respondent has a PBN

**CHANGE 4**

At the front page of the ITQ, Time Zone:

**Delete:** Eastern Standard Time EST

**Insert:** Eastern Daylight Saving Time EDT

**(B) QUESTIONS AND ANSWERS**

**QUESTION 1**

Reference ITQ section 5.1.3 regarding ISO 27001 Certification:

Is it a mandatory requirement to have this certification prior to submitting a proposal? If so, is it only required if our firm hosts the solution?

**ANSWER 1**

Please refer to Change 1 in this solicitation amendment.

**QUESTION 2**

Can you please explain the rationale for requiring the ISO 27001 certification to be completed as part of the ITQ response. This essentially adds yet another mandatory requirement to the already demanding list of mandatory requirements. Given the stated desire to maximize qualified vendor input, we view this as unnecessarily restricting competition at a very early stage of the competitive process. We fully support this requirement being included at the RFP stage, but for the ITQ it does not provide any benefit other than to preclude competition.

**ANSWER 2**

Please refer to Change 1 in this solicitation amendment.

**QUESTION 3**

Reference ITQ Part 8, section 8.5 B. Anticipated Security Requirement for International Suppliers: Our organization is from a country that does not hold a bilateral industrial security instrument with ISP, and our organization is not from a NATO or EU country. Please confirm if our organization can be sponsored by a GC Approved Source (<http://ssi-iss.tpsgc-pwgsc.gc.ca/ssi-iss-services/eso-oss-eng.html>) in order to meet the anticipated RFP security clearance requirements.

**ANSWER 3**

While a Government of Canada (GC) Approved Source may sponsor an organization, an international organization can only be sponsored if it is from a country that has a bilateral industrial security instrument with the Industrial Security Program (ISP); or if the organization is from a North Atlantic Treaty Organization (NATO) or a European Union (EU) country. Organizations that do not fall within these parameters may contact ISP for further information regarding the bilateral industrial security instruments (<http://ssi-iss.tpsgc-pwgsc.gc.ca/ressources-resources/contactisp-contactepsi-eng.html>).

**QUESTION 4**

Reference: Section 2.1.3 - "The 2003 (2014-09-25) Standard Instructions - Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the ITQ ..."

The "Definition of Bidder" Clause is incorporated into this ITQ through reference to SACC 2003 (2014-09-25) Standard Instructions - Goods or services, in Section 2.1.3. The "Definition of Bidder" Clause potentially restricts Bidders with international clientele from referencing highly relevant experience. Due to the fact that potential solutions may be a combination of more than one integrated product we feel it is in the best interest of the Crown to be able to contact references that are not necessarily located in Canada. This will allow the Bidders to include references that are comparable to PWGSC in other countries. This clause prevents Bidders from quoting such experience. We request the Crown amend this requirement to permit inclusion of relevant engagements led by a parent company or other subsidiary companies.

**ANSWER 4**

For clarity in responding to this question, please note that for the purpose of the ITQ the question above relates to the "Definition of Respondent", section 04 of the 2003 (2014-09-25) Standard Instructions - Goods or Services – Competitive Requirements ('Bidder' referred to as 'Respondent' as per ITQ section 2.1.3.).

The definition in section 04 of the 2003 (2014-09-25) Standard Instructions - Goods or Services – Competitive Requirements will not be amended. A Respondent may be composed of more than one person or entity, in joint venture, submitting a response to the ITQ. There is nothing in the current clause that precludes subsidiaries, parent, or other affiliates to establish a joint venture to submit a Response, thereby enabling this Respondent to use the experience of all the joint venture members. Also, the above referenced clause does not preclude Respondents from using reference projects from outside of Canada.

**QUESTION 5**

Reference: Section 4.3 - Reference Checks, Form 2 - Project Reference Check Form

"4.3.3 For the purpose of this evaluation, reference checks may be used to verify and validate the Respondent's response. If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send the reference check request directly to the client contact for the project reference provided by the Respondent. The client contact will have 10 working days (or a longer period otherwise specified in writing by the Contracting Authority) from the date that Canada's e-mail was sent, to respond to Canada."

With our large contracts, most of our customers have terms stating that we can only ask the Senior CIO for references on an occasional basis. With the number of large government procurements we have been involved with, many of our customers have indicated they are reaching reference fatigue. In other Government of Canada procurements, we have seen Canada modify this term to one where we provide details of our implementation, name the customer and certify that all information contained in this form is true and accurate. We respectfully request that this modification be applied to the e-Procurement Solution ITQ. This is an example used for similar purposes from the ETI project:

*"Modification 002: At all reference in the RFRE to client signatures and/or email attestations regarding the project reference forms*

*DELETE:*

*The requirement for client signatures and/or email attestations regarding the project reference forms being due with the Responses at RFRE closing.*

*REPLACE WITH:*

*The requirement for client signatures and/or email attestations regarding the project reference forms being due on November 16th 2012 at 14:00 EST. Only one copy of the signed forms and email attestations is to be sent by email to the Contracting Authority. No multiple or hard copies are required."*

**ANSWER 5**

The ITQ confirms reference checks may be used to verify and validate the Respondent's response. Regarding the ETI project sample modification provided in the question above, please note that the EPS ITQ does not require "client signatures and/or email attestations" with the EPS ITQ Form 2 - Project Reference Check Form.

In order to ensure fairness and transparency to all Respondents, and for PWGSC to exercise due diligence in the evaluation process, the ITQ reference check requirements remain the same.

**QUESTION 6**

Annex 5 - Non-Disclosure Agreement

"2. Confidentiality Obligation - (b) You agree to restrict access to the Information and to transmit the Information only to individuals who need to know the Information for the purposes set out in paragraph 2(a)(ii), who are informed of the nature of the Information, and who have signed this NDA."

We respectfully request that this clause be changed to allow us to disclose information not only to individuals on a 'need to know' basis but also to potential suppliers, provided those 3rd parties have executed a non-disclosure agreement.

**ANSWER 6**

Annex 5 - Non-Disclosure Agreement, section 2(b) references section 2(a)(ii) which states "must not be used by you directly or indirectly for any purpose other than to participate in the RRR process and, if applicable any other use permitted by this NDA." In addition, ITQ Part 7B, section 7.3.1 states "RRR Participants will be required to sign and submit the Non-Disclosure Agreement (NDA) in Annex 5 before being permitted to participate in the RRR process..."

The need to know basis includes any potential suppliers the ITQ Responsive Supplier identifies to participate in the RRR process, referred to as RRR Participants as per ITQ Part 7 section 7.1.1. Only RRR Participants that have signed the NDA in Annex 5 will be permitted to participate in the RRR process.

To ensure fairness to industry, only RRR Participants that have signed the NDA will have access to information resulting from the RRR process. Annex 5 remains the same.

**QUESTION 7**

Reference: Attachment 1 to Part 4: Mandatory Evaluation Criteria, for Mandatory Evaluation Criteria M1, the requirement states: "(d) The e-procurement managed service must have had a minimum of 25,000 users from a variety of roles".

Question: Can the user count include external vendors / suppliers who connect to the portal?

**ANSWER 7**

Yes. Please refer to Change 2 in this solicitation amendment.

**QUESTION 8**

Is this ITQ subsuming the RFI on Electronic Invoice Presentment and Payment Initiative (EIPP) RFI (EN890-140430/A)?

**ANSWER 8**

Please reference the "Notice to Respondents" on p. 3 of the ITQ which states "This Invitation to Qualify (ITQ) contains all the requirements relating to the ITQ, and supersedes any information released in the LOI and LOI Amendments (EN578-131350/A). Any other information or documentation provided to or obtained by Respondents from any other source are not relevant. Respondents should not assume that practices used under previous solicitations will continue, unless they are described in the ITQ. Respondents should also not assume that their existing capabilities meet the requirements of the ITQ simply because they have met previous requirements."

The EPS ITQ (EN578-131350/B) is not related to the Electronic Invoice Presentment and Payment Initiative (EIPP) RFI (EN890-140430/A). However, EPS stakeholders have consulted with EIPP stakeholders during the development of the EPS project and continue to be engaged to ensure alignment of these initiatives. Any requirements regarding invoicing for the EPS will be further detailed in the anticipated RFP for EPS.

**QUESTION 9**

We understand the Crown is interested in the views of qualified suppliers with experience in the implementation and management of procurement services covering the complete scope of PWGSC requirements.

Would the Crown consider amending MT1 to allow firms to demonstrate experience implementing a full scope solution for clients within the timelines described and with the same transaction and dollar volume thresholds?

Given that many clients choose to maintain and operate their own procurement system post-implementation, we believe the Crown would benefit from a broader set of inputs from very qualified suppliers and potential bidders.

**ANSWER 9**

Please refer to Change 2 in this solicitation amendment.

**QUESTION 10**

Question A: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M1 (f): We recommend that Canada improve this requirement by modifying it to state, "The project must have included the following components, including at a minimum one of the functionalities of at least 6 of the 8 components as described in section "3.1 of Annex 1 – High Level Requirements."

Question B: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M1 (d): We recommend that Canada improve this requirement by modifying it to state, "The e-Procurement managed service must have had a minimum of 25,000 users from a variety of roles, including both buyers and suppliers."

Question C: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M1 (e): We recommend that Canada improve this requirement by modifying it to state, "A minimum of \$1,000,000,000 (CAD, foreign currency will be based on the Bank of Canada daily noon exchange rate of January 30th, 2015) in contract value must have been processed through the e-procurement managed service annually (any one-year period), AND/OR a minimum of 100,000 online negotiations managed through the e-procurement managed service annually (any one-year period)."

Question D: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M2 (f): We recommend that Canada improve this requirement by modifying it to state, "The project must have included the following components, including at a minimum one of the functionalities of at least 6 of the 8 components as described in section "3.1 of Annex 1 – High Level Requirements."

Question E: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M2 (d): We recommend that Canada improve this requirement by modifying it to state, "The e-Procurement managed service must have had a minimum of 10,000 users from a variety of roles, including both buyers and suppliers."

Question F: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M2 (e): We recommend that Canada improve this requirement by modifying it to state, "A minimum of \$500,000,000 (CAD, foreign currency will be based on the Bank of Canada daily noon exchange rate of January 30th, 2015) in contract value must have been processed through the e-procurement managed service annually (any one-year period), AND/OR a minimum of 15,000 online negotiations managed through the e-procurement managed service annually (any one-year period)."

Question G: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M3 (d): We recommend that Canada improve this requirement by modifying it to state, "The e-Procurement managed service must have had a minimum of 10,000 users from a variety of roles, including both buyers and suppliers."

Question H: Reference "Attachment 1 to Part 4: Mandatory Evaluation Criteria," REQ #M3 (e): We recommend that Canada improve this requirement by modifying it to state, "A minimum of \$50,000,000 (CAD, foreign currency will be based on the Bank of Canada daily noon exchange rate of January 30th, 2015) in contract value must have been processed through the e-procurement managed service annually (any one-year period), AND/OR a minimum of 10,000 online negotiations managed through the e-procurement managed service annually (any one-year period)."

**ANSWER 10**

In response to Questions B, C, E, F, G and H please refer to Change 2 in this solicitation amendment.

In response to Questions A and D: Reference Annex 1 section 3.1 - all components for M1 and M2 (e) [as per Change 2] are required.

**QUESTION 11**

Because we are based out of the United States, we do not currently have a PBN (requested in Form 1: ITQ Submission Form). Is this a mandatory piece of Form 1, or will the number only be required in the event we are selected to continue working with you in the RRR step of your procurement?

**ANSWER 11**

The Procurement Business Number (PBN) requested in Form 1, section 1.0(b) is not mandatory for the ITQ, however, a PBN will be required for the anticipated RFP. Please reference Change 3 in this solicitation amendment.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**