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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
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet Informatics Professional Services	
Solicitation No. - N° de l'invitation 24062-150208/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 24062-150208	Date 2015-11-03
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-632-29516	
File No. - N° de dossier 632el.24062-150208	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-11-12	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Lapalme, Francis	Buyer Id - Id de l'acheteur 632el
Telephone No. - N° de téléphone (819) 956-5181 ()	FAX No. - N° de FAX (819) 956-5925
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

SOLICITATION AMENDMENT No. 004
RFP No. 24062-150208/A

The following is raised to provide clarification in response to questions received and to provide revision concerning the subject Request for Proposal (RFP).

Q36 Will a bidder receive partial points if they provide a project in R3 that fully demonstrates its experience in managing end-to-end SAP ERP projects within the last five (5) years with over 1,000 employees that is not a government project (i.e. 1 of 2 possible points).

A36 Please see attached revised Attachment B.

Q37 For an existing ERP program, that started prior to November 2010; we assume that contract amendments to the existing ERP program post 2010, which provide additional contract funding greater than \$15M, would be acceptable to use as a "contract" for M1. Please confirm.

A37 Canada confirms that for M.1 of Stream 1 and 2, contract amendments awarded within the last five (5) years prior to the initial solicitation closing date and that bring the contract value over the minimum value stated in the criterion will be acceptable.

Q38 The possible number of government projects within the last 5 years of an end to end SAP ERP that involve a minimum of 1000 employees is restrictive given the definition of bidder. In order for the Crown to have the broadest scope of pre-qualified vendors participate in this procurement we would ask that R.3 be amended to remove the government requirement. We submit that any vendor who has managed an end to end SAP ERP project with over 1000 employees is equally as qualified as a vendor who has managed an end to end SAP ERP project within a government department.

Suggested amendment:

The Bidder should demonstrate its experience in managing an end-to-end SAP ERP project within the last five (5) years for entities 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.

A38 Canada has considered your request. However, R.3 will not be revised to reflect this proposed change.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

ATTACHMENT B – BID EVALUATION CRITERIA – revision 2

Technical proposals will be evaluated and scored in accordance with the following evaluation criteria (Mandatory and Rated Requirements).

1. STREAM 1

1.1 Corporate Mandatory Requirements

Experience and Expertise of the Bidder		
Criteria	Mandatory Requirement	Bidder's response
		DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M.1	<p>The Bidder must have been awarded one (1) SAP ERP contract.</p> <p>To be accepted, the contract must have:</p> <ol style="list-style-type: none"> 1. been awarded within the last five (5) years prior to the initial solicitation closing date; and 2. a minimum value* of \$15,000,000.00. <p>For the contract, the Bidder must submit:</p> <p>(a) A letter from its client (referencing a contract award date and a contract serial number) that shows that the Bidder is providing or has provided services under a SAP ERP contract with a minimum value* of \$15,000,000.00; and</p> <p>(b) The Customer Contact Information:</p> <ol style="list-style-type: none"> 1. Name of Organization: 2. Contact Name: 3. Email Address: 4. Phone Number: <p>(c) The Contract Detail:</p> <ol style="list-style-type: none"> 1. Title 2. Summary: (1 paragraph describing scope and key responsibilities) 3. Start Date: 4. End Date: 5. Contract Value*: <p>*A contract value is defined as the amount specified in the limitation of expenditure, plus Applicable Taxes.</p>	

M.2	<p>The Bidder must demonstrate that the proposed SAP contract experience in M.1, included supplying all of the following categories:</p> <ol style="list-style-type: none">1. ERP Functional Analyst2. ERP System Analyst3. ERP Programmer/Analyst4. ERP Technical Analyst5. Business Transformation Architect <p>One CV per resource category must be submitted. All resources must have performed, for each resource category, the minimum number of Roles and Responsibilities defined at Annex 1 to Attachment B.</p>	
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1.2 Corporate Point Rated Requirements:

Experience and Expertise of the Bidder			
			BIDDER'S RESPONSE
#	RATED CRITERIA	POINTS MAX	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
R.1	The Bidder should demonstrate experience in providing informatics professional services in working with SAP ERP systems within the last five (5) years for a Government department (federal, provincial/territorial or municipal) with over 1,000 employees.	10	<p>The Bidder will be awarded points for the sum of Contract(s) Value* demonstrated as follows:</p> <p>\$1M to <\$2M = 2 points \$2M to <\$4M = 4 points \$4M to <\$6M = 6 points \$6M to <\$8M = 8 points >\$8M = 10 points</p> <p>*A contract value is defined as the amount specified in the limitation of expenditure, plus Applicable Taxes.</p>
R.2	The Bidder should demonstrate experience in providing ERP informatics professional services to the Government of Canada with SAP ECC 6 or higher.	10	<p>The Bidder will be awarded points for the sum of Contract(s) Value* demonstrated as follows:</p> <p>\$600K to <\$1.2M = 2 points \$1.2M to <\$1.8M = 4 points \$1.8M to <\$2.4M = 6 points \$2.4M to <\$3M = 8 points >\$3M = 10 points</p> <p>*A contract value is defined as the amount specified in the limitation of expenditure, plus Applicable Taxes.</p>

Experience and Expertise of the Bidder			
			BIDDER'S RESPONSE
#	RATED CRITERIA	POINTS MAX	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
R.3	<p>The Bidder should demonstrate its experience in managing an end-to-end SAP ERP project within the last five (5) years for an organization with over 1,000 employees.</p> <p>In order to qualify the Bidder must demonstrate that it was responsible for the overall management for the complete project lifecycle.</p>	10	<p>Up to a maximum of five projects, the Bidder will be awarded:</p> <p>- one (1) point for each project for a private sector organization; and</p> <p>- two (2) points for each project for a Government department (federal, provincial/territorial or municipal).</p>
<p>For all point-rated criteria, each demonstrated contract/project must include the following information:</p> <p><u>Customer Contact Information</u></p> <p>Name of Organization: Contact Name: Email Address: Phone Number:</p> <p><u>Contract Detail</u></p> <p>Title: Summary: (Scope, Requirements, System Overview) ERP System Type: Start Date: End Date:</p> <p><u>Responsibilities fulfilled by the Bidder under each reference contract/project</u></p> <p>Note: Each reference contract/project must demonstrate all of the following phases:</p> <ol style="list-style-type: none"> 1) Project Planning; 2) Analysis; 3) Design; 4) Implementation; 5) Integration, Testing and Data Conversion; and 6) Deployment, Acceptance and Documentation. 			
MAXIMUM AVAILABLE POINTS		30	
MINIMUM POINTS REQUIRED		18	
Note: Proposals that do not meet the above minimum pass mark of 18 points will be found non-responsive.			

2. STREAM 2

2.1 Corporate Mandatory Requirements

Experience and Expertise of the Bidder		
Criteria	Mandatory Requirement	Bidder's response
		DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M.1	<p>The Bidder must have been awarded one (1) SAP ERP contract.</p> <p>To be accepted, the contract must have:</p> <ol style="list-style-type: none"> 1. been awarded within the last five (5) years prior to the initial solicitation closing date; and 2. a minimum value* of \$6,000,000.00. <p>For the contract, the Bidder must submit:</p> <p>(a) A letter from its client (referencing a contract award date and a contract serial number) that shows that the Bidder is providing or has provided services under a SAP ERP contract with a minimum value* of \$6,000,000.00; and</p> <p>(b) The Customer Contact Information:</p> <ol style="list-style-type: none"> 1. Name of Organization: 2. Contact Name: 3. Email Address: 4. Phone Number: <p>(c) The Contract Detail:</p> <ol style="list-style-type: none"> 1. Title 2. Summary: (1 paragraph describing scope and key responsibilities) 3. Start Date: 4. End Date: 5. Contract Value*: <p>*A contract value is defined as the amount specified in the limitation of expenditure, plus Applicable Taxes.</p>	

M.2	<p>The Bidder must demonstrate that the proposed SAP contract experience in M.1, included supplying all of the following categories:</p> <ol style="list-style-type: none">1. Data Conversion Specialist2. Project Manager <p>One CV per resource category must be submitted. All resources must have performed, for each resource category, the minimum number of Roles and Responsibilities defined at Annex 1 to Attachment B.</p>	
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2.2 Corporate Point Rated Requirements:

Experience and Expertise of the Bidder			
			BIDDER'S RESPONSE
#	RATED CRITERIA	POINTS MAX	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
R.1	The Bidder should demonstrate experience in providing informatics professional services in working with SAP ERP systems within the last five (5) years for a Government department (federal, provincial/territorial or municipal) with over 1,000 employees.	10	<p>The Bidder will be awarded points for the sum of Contract(s) Value* demonstrated as follows:</p> <p>\$1M to <\$2M = 2 points \$2M to <\$4M = 4 points \$4M to <\$6M = 6 points \$6M to <\$8M = 8 points >\$8M = 10 points</p> <p><i>*A contract value is defined as the amount specified in the limitation of expenditure, plus Applicable Taxes.</i></p>
R.2	The Bidder should demonstrate experience in providing ERP informatics professional services to the Government of Canada with SAP ECC 6 or higher.	10	<p>The Bidder will be awarded points for the sum of Contract(s) Value* demonstrated as follows:</p> <p>\$600K to <\$1.2M = 2 points \$1.2M to <\$1.8M = 4 points \$1.8M to <\$2.4M = 6 points \$2.4M to <\$3M = 8 points >\$3M = 10 points</p> <p><i>*A contract value is defined as the amount specified in the limitation of expenditure, plus Applicable Taxes.</i></p>

Experience and Expertise of the Bidder			
			BIDDER'S RESPONSE
#	RATED CRITERIA	POINTS MAX	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
R.3	<p>The Bidder should demonstrate its experience in managing an end-to-end SAP ERP project within the last five (5) years for an organization with over 1,000 employees.</p> <p>In order to qualify the Bidder must demonstrate that it was responsible for the overall management for the complete project lifecycle.</p>	10	<p>Up to a maximum of five projects, the Bidder will be awarded:</p> <p>- one (1) point for each project for a private sector organization; and</p> <p>- two (2) points for each project for a Government department (federal, provincial/territorial or municipal).</p>
<p>For all point-rated criteria, each demonstrated contract/project must include the following information:</p> <p><u>Customer Contact Information</u></p> <p>Name of Organization: Contact Name: Email Address: Phone Number:</p> <p><u>Contract Detail</u></p> <p>Title: Summary: (Scope, Requirements, System Overview) ERP System Type: Start Date: End Date:</p> <p><u>Responsibilities fulfilled by the Bidder under each reference contract/project</u></p> <p>Note: Each reference contract/project must demonstrate all of the following phases:</p> <p>1) Project Planning; 2) Analysis; 3) Design; 4) Implementation; 5) Integration, Testing and Data Conversion; and 6) Deployment, Acceptance and Documentation.</p>			
MAXIMUM AVAILABLE POINTS		30	
MINIMUM POINTS REQUIRED		18	
Note: Proposals that do not meet the above minimum pass mark of 18 points will be found non-responsive.			

ANNEX 1 TO ATTACHMENT B
ROLES AND RESPONSIBILITIES DEFINITIONS

WORKSTREAM 1

A2: ERP FUNCTIONAL ANALYST

For the purposes of this evaluation, the roles and responsibilities of a **ERP Functional Analyst** are defined as follows and must be demonstrated conducting a minimum of 8 out of 15 of the following tasks and activities:

- a. Research, analyze and document user requirements, requirements including screen, report and interface requirements, map interdependencies, and produce the required functional specifications and/or process re-engineering recommendations;
- b. Provide functional and technical expertise/advice on modules and available functionality;
- c. Interview departmental stakeholders and key managers to develop common priorities, as well as, existing or upcoming future requirements;
- d. Conduct working groups to facilitate requirements gathering;
- e. Attend business requirement gathering and gap analysis meetings;
- f. Develop functional, business, and/or system interface or capability interaction and fit/gap to system;
- g. Model/map administrative process and data requirements;
- h. Analyze code and objects to determine functional fit;
- i. Assist developers in the understanding of design specifications;
- j. Review Functional/Transaction Design Documents;
- k. Help to resolve various implementation issues;
- l. Create test scenarios and scripts according to business requirements;
- m. Validation test cases and support system testing;
- n. Create a test bed of data for the testing environments;
- o. Participate in testing, monitoring and reconciliation work related to data quality, data integrity and reports.

A4: ERP SYSTEM ANALYST

For the purposes of this evaluation, the roles and responsibilities of an **ERP System Analyst** are defined as followed and must be demonstrated conducting a minimum of 6 out of 11 of the following tasks and activities:

- a. Develop requirements, feasibility, cost, design, and specification documents for ERP systems;
- b. Implement ERP systems to support projects, departments, organizations or businesses;
- c. Translate ERP business requirements into systems design and specifications;
- d. Analyze and recommend alternatives and options for solutions;
- e. Develop technical specifications for ERP systems development, design and implementation;
- f. Research, analyze and document user requirements, map interdependencies, and produce the required functional specifications and/or process re-engineering recommendations;
- g. Provide functional and technical expertise on applications;
- h. Work with functional and technical teams to ensure continued effective integration of functionality;
- i. Interview departmental stakeholders and key managers to develop common priorities, as well as, existing or upcoming future requirements;
- j. Assist developers in the understanding of design specifications;
- k. Review Functional and Technical Design Documents to ensure that there is alignment across the application(s).

A5: 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 13 of the following tasks and activities:

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

A7: ERP 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:

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

B7: 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:

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

WORKSTREAM 2

I1: DATA CONVERSION SPECIALIST

For the purposes of this evaluation, the roles and responsibilities of a **Data Conversion Specialist** are defined as followed and must be demonstrated conducting all of the following tasks and activities:

- a. Oversee all facets of the conversion process;
- b. Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data;
- c. Analyze and coordinate data file conversions; and
- d. Import files from heterogeneous platforms.

P9: 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:

- a. Responsible for accomplishing the stated project objectives;
- b. 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;
- c. Identify resources needs and works with program managers to assign individual responsibilities;
- d. Create and execute project work plans and timelines and revises as appropriate to meet changing needs and requirements;
- e. Manage day-to-day operational aspects of a project and scope;
- f. Lead project scoping activities;
- g. Effectively communicates relevant project information to team and stakeholders;
- h. Route work between all responsible resource teams in all stages of the system like cycle;
- i. Communicates project changes and updates to appropriate team members;
- j. Facilitate team and stakeholder meetings to review work;
- k. Prepare regular status reports and distributes as necessary;
- l. Review deliverables prepared by team before presenting to stakeholders;
- m. Ensure documents are complete, current, and stored appropriately;
- n. Resolve and /or escalate issues in a timely fashion;
- o. Manage both internal and external approvals;
- p. Monitor scope creep and re-scopes projects if necessary.