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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

Information Mgmt/Info Tech Projects Div II/Division
des projets de Gestion de l'Information/Technologie de
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K1A 0S5

Title - Sujet DRMIS PROF SVCS FOLLOW-ON SUPPORT	
Solicitation No. - N° de l'invitation W8474-126279/F	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client W8474-126279	Date 2016-01-19
GETS Reference No. - N° de référence de SEAG PW-\$\$XT-003-29683	
File No. - N° de dossier 003xt.W8474-126279	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-02-05	
Time Zone Fuseau horaire Eastern Standard Time EST	
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: Tieu, Vinh	Buyer Id - Id de l'acheteur 003xt
Telephone No. - N° de téléphone (819) 956-7848 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein - Précisé dans les présentes	

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

**PLEASE REFER TO THE ATTACHMENT TO VIEW SOLICITATION
W8474-126279/F AMENDMENT 004**

**FOR THE PROVISION OF PROFESSIONAL SERVICES FOR
THE DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS)
FOR THE DEPARTMENT OF NATIONAL DEFENCE AND
FOR THE SIGMA SYSTEM FOR THE DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT
SERVICES CANADA**

**SOLICITATION NO. W8474-126279/F
AMENDMENT 004**

This amendment contains the following section(s):

1. Questions and Answers (Set 3)
2. Modifications to Solicitation

Section 1: Questions and Answers (Set 3)

Note: Questions are numerically sequenced upon arrival at PWGSC. A question and its answer will be provided via BuyandSell as the response becomes available. Potential bidders are therefore advised that questions and answers may be issued via BuyandSell out of sequence. The following questions have been received. In accordance with Article 13 under 2003 Standard Instructions - Goods or Services - Competitive Requirements (2015-07-03) which has been incorporated into the RFP in accordance with Article 2.1 of Part 2 of the RFP, the questions and corresponding answers are provided to all potential bidders as set out below:

Q19. Regarding Section 3.1(e) Joint Ventures:

Section 3.1 (e) allows joint ventures to bid the requirements and in Section (iii) provides that "Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a ***joint venture member can pool its individual experience with the experience of the joint venture itself***".

Bidder's view is that given the requirements and additional complexity that a joint venture structure introduces, joint ventures should not be allowed to bid this requirement. The Crown has stated they were considering not allowing joint ventures to bid on a similarly complex solicitation recently and bidder encouraged them to preclude joint ventures from bidding and for the same reasons we would suggest that the Crown adopt that approach here. If the Crown elects not to do so, we believe the Crown must require that only the experience of the joint venture is used and not that of the joint venture member as this creates an advantage that a bidder using a prime - subcontractor structure does not have as the experience of the subcontractor cannot be used. We submit that the bidders contractual structure should not provide an advantage and, in our view, the current language allows the joint venture to use a broader set of experiences to meet the requirements.

Will the Crown please preclude joint ventures from bidding? In the alternative, will the Crown please limit the joint ventures to only using the experience of the joint venture to meet the requirements?

A19. No. Canada has considered the request and will not preclude joint ventures from bidding.

No. Canada has considered the request and will not limit joint ventures to only using experience of the joint venture to meet the requirements.

Q21. Question re: Amendment 001 Question 1.

In its response to Question #1 published on December 23rd, Canada responded that "This clause is included in the event one responsive bid is received. No change to the clause or solicitation as a result." As highlighted in the original question, Bidder's experience is that "most favored customer (MFC)" clauses are not typically included where Bidder's pricing is the result of a competitive procurement process and, if included, only apply to new rates or pricing that was not subjected to the competitive process. In this case, Bidder will bid the technical requirements and price the rate card on the basis that there will be other compliant and competitive bids and Canada will receive competitive pricing from Bidder regardless of the outcome of Canada's evaluation process. If Bidder is selected, Bidder will likely never know how many other compliant bids there were nor how each scored and will, by virtue of the competitive process we are engaged in, be forced to bid competitive rates. For this reason, Bidder is unclear why Canada believes it must include this clause "in the event one responsive bid is received" as Bidder believes that even if this were the case, the pricing in that one responsive bid would, by virtue of Canada's process, be competitive.

Will Canada please clarify why it believes it needs an MFC clause and the circumstances and timeframes under which the clause will apply (e.g. to new rates introduced after the initial procurement) so that Bidder may evaluate the clause's impact on its ability to bid. Bidder notes that this procurement is a re-bid and that in the last procurement for these services Canada limited the application of the MFC clause to new rates introduced into the rate card after award."

A21. The clause is included in the event one responsive bid is received and applies to all bid prices/rates.

Q22. Request for extension to DRMIS RFP (W8474-126279/F) solicitation closing date.

The DRMIS RFP requires responses to 8 Mandatory and 11 Rated Requirements, requiring up to 12 separate and distinct corporate references. This is an enormous effort which cannot be completed in the time frame provided, especially in light of the fact that many of the required contacts (both internal and external) have been unavailable for consultation and confirmation of critical criteria throughout the recent holiday period. We respectfully request that the due date be extended to February 29, 2016 in order to provide a complete and compliant response.

We respectfully request that the due date be extended to February 29, 2016 in order to provide a complete and compliant response.

A22. No. Canada has reviewed the request for extension. Please refer to solicitation amendment 002 extending the solicitation close date to February 5, 2015.

Q23. At Attachment A - Technical Evaluation Criteria, Corporate Mandatory Criteria M1 requires the Bidder demonstrates two separate client contracts for two different integrated SAP solutions with all of the work being performed on the client site. Corporate Mandatory Criteria M2 to M4 further add to the M1 qualification with both client contracts requiring:

- A minimum duration of 36 consecutive months within the last 96 months;
- With a minimum of 35 full time resources; and
- Minimum contract value of \$20M.

Limiting the Bidders ability to use client contracts that were either wholly or partially delivered through a service delivery centre in combination with M1 to M4 provides an unreasonably high compliancy bar which will unduly restrict competition. To substantiate our claim, we are a major Systems Integration, Information Technology (IT) and Business Processing outsourcer with operations worldwide. Our company is SAP certified and has delivered over 300 SAP system

integration projects globally. Of these 300 SAP references not one qualifies against the Corporate Mandatory Criteria M1 to M8.

In addition, the actions required to deliver an SAP integration project from a service delivery centre (e.g. Project Management, Staffing, Assessment and Reporting) are consistent with the actions required to deliver an SAP integration project from client site. The refusal to accept client contract references that were performed through a delivery centre for qualification purposes are unfounded.

We respectfully ask the Crown to remove the restriction in the evaluation criteria of M1 and M5 that all of the work must have been performed on the client site.

- A23. No. Canada has reviewed your request, the requirement remains unchanged.
- Q24. Although the Crown rejected two requests to extend the solicitation close date in Amendment 2, we would like to make a third request to extend the solicitation close date to February 4th. The substantiation behind this request is that the Corporate Mandatory Criteria M1 to M8 have required our company to investigate references globally which have proved difficult to orchestrate during the holiday season. Furthermore, included with this appeal were additional requests related to the Corporate Mandatory Criteria which will require additional time by the Crown to assess and provide a decision.
- A24. No. Canada has reviewed the request for extension. Please refer to solicitation amendment 002 extending the solicitation close date to February 5, 2015.
- Q25. We formally request a three-week extension (Thursday, February 11, 2016) given the significant amount of effort and number of client references required to submit a quality, compliant submission. As this RFP was released just prior to the Christmas and New Year holiday period, many firms were operating with minimal staff between December 24th to January 4th. The number of calendar days actually available to bidders is far less than the minimum required for solicitations subject to Trade Agreements. The Government of Canada Supply Manual, Chapter 4, 4.75.5. determining the Solicitation Period states:
- The setting of a solicitation closing date must take into account the level of complexity of the procurement, the extent of subcontracting anticipated. Sufficient time must be allowed for a supplier to obtain the solicitation, and any additional material, if applicable, and to prepare and submit a response.*
- For procurements that are subject to NAFTA and/or WTO-AGP, the following periods apply:*
- For open tendering procedures, the solicitation period must not be less than 40 calendar days from the date that the Notice of Proposed Procurement (NPP) is published on Government Electronic Tendering Service (GETS).*
- A25. No. Canada has reviewed the request for extension. Please refer to solicitation amendment 002 extending the solicitation close date to February 5, 2015.
- Q26. With respect to the process described in Section 4.3(c)(ii) of the RFP in regard to "randomly selected" we believe that this process does not contribute to the overall bid evaluation and that it could in fact work against the Crown's interests. Specifically, with the basis of financial evaluation based on the calculation of a median with an upper and lower band limit, it seems to us that it makes sense to include all rates in the financial evaluation. By having some rates unevaluated, it leaves open the possibility of rates outside the upper band limit that are unevaluated. In our view this is not in the Crown's interest. Could you please explain the rationale for inclusion of the random selection, or, if the Crown agrees with our analysis, please remove this step in the financial evaluation process.

A26. By randomly selecting the Resource Categories, Canada believes this approach will result in achieving market pricing. Canada has considered your request and the requirement remains unchanged.

Q28. At Amendment 003 A8., Canada responded that it will randomly select a representative sample from the 107 Resource Categories, to create a subset for financial evaluation purposes prior to bid closing.

In the event that three or more bids are determined responsive, the randomly selected Resource Categories (subset) and each period, will be allocated points as described at article 4.3 (A) (B) and (C). It is unclear if this subset will be a representative sample from the 107 Resource Categories that will be selected once (1) and evaluated for all six (6) periods set out in the rate card OR if it will be a subset of the 107 Resource Categories be selected six (6) times and each subset will be evaluated against one (1) time period set out in the rate card.

Could Canada please clarify.

A28. Canada confirms that for evaluation purposes, that the randomly selected subset will be a representative sample from the 107 Resource Categories that will be selected once (1) and evaluated for all six (6) periods as set out in Annex B.

Q29. At Attachment A, R7 is asking for 6 consecutive months of 6 emerging technologies. Given the newness of many of these items as well as the relative short time that many of these suites and modules take to implement, we would ask that the Crown amend this requirement to allow bidders to demonstrate 5 of 6 emerging technologies and adjust score to 18 points each.

A29. Canada has considered your request. The R7 criterion is for the design, development and implementation of up to 6 emerging technologies for a period of 6 consecutive months per technology at any given time during the 36 months. Should the bidder demonstrate 5 of 6, then would score 75 points out of 90. Please see revised Attachment A.

Q30. Please confirm that APPENDIX A TO ATTACHMENT A - Contract description response template that indicates each contract description should be two pages or less in length is not intended to include the responses to all the mandatory and rated requirements that the contract may be used to demonstrate. For example, a contract may be used to demonstrate M1 - M4 as well as R9 and R11, therefore the written demonstration of those requirements will be provided in separate response areas within the bidders response, not contained within the 2 page template.

A30. Correct. The template is provided to give an overview of the contract, however, additional information is required to substantiate criteria.

Q31. At Attachment A, R7 requires 6 consecutive months of experience, within the last 36 months, implementing emerging SAP technologies. These technologies are fairly new, some have not even been widely available for a full 36-month period, and they do not take a long time to implement. Would the Crown please consider amending this requirement to allow for full points demonstrating 5 of the 6 SAP technologies?

A31. Please see A29.

Q32. Please confirm that the application of 1031-2 (2012-07-16), General Conditions – Contract Cost Principles is only in the case of 7.10 (a) (iii) and 8.9 (a) (iii) Additional Firm All-Inclusive Per Diem Rates.

A32. No. Canada may enter into negotiations with bidders on any or all aspects of their bids.

- Q33. Reference Section 7.26 Transition Services and Section 8.23 Transition Services, the contractor will not be providing a solution on a fixed price basis but rather providing a pool of resources on a T&M basis (as per the Basis of Payment) to assist customer in maintaining its applications. In light of this contractual arrangement that only provides for the recovery of costs based on consultant time in task authorizations, would the Crown please amend the above clauses to clarify that the transition services at the end of contract period will be subject to a task authorization? This will provide for reasonable recovery of costs by the Contractor for transition requirements determined by the Crown.
- A 33. The contract is task-based and as such, all work to be performed will be authorized through the issuance of task authorizations, including transition services as required.

Section 2: Modifications to Solicitation:

1. DELETE: Attachment A – Technical Evaluation Criteria
INSERT: Attachment A – Technical Evaluation Criteria revision 001

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

Attachment A – TECHNICAL EVALUATION CRITERIA

Corporate technical proposals will be evaluated and scores in accordance with the following evaluation criteria.

Bidders are requested to complete Appendix A to Attachment A – Contract Description Response Template. The Bidder must provide a maximum of twelve (12) separate and distinct contracts to be evaluated against the mandatory and point-rated criteria below. Should the Bidder provide more than twelve (12) contracts, Canada will select the first twelve (12) contracts listed to evaluate the Bidder. **Experience listed must include the month and year for both the start and finish dates, and should also include the day. If the day is not provided, it will be evaluated as the last day of the month in the case of the start date and the first day of the month in the case of the finish date.**

Item #	Corporate Mandatory Criteria	Bidder's response	Cross-Reference to Bidder's proposal (please indicate the section or page numbers)
M1	<p>The Bidder must clearly demonstrate its experience as a prime contractor delivering Steady-State In-Service Support, as defined in Section 2.1.1 of Annexes A-1 or A-2, Statement of Work, which meets all of the following:</p> <ul style="list-style-type: none"> a) for two (2) separate client contracts for two (2) different integrated SAP solutions; b) each integrated SAP solution for each contract provided must have included a minimum of four (4) SAP modules, with at least one (1) module being either Funds Management, Plant Maintenance or Material Management; and c) all of the work must have been performed on the client site (i.e. not using a service delivery centre). 		
M2	The Bidder must clearly demonstrate that both contracts provided under M1 have been for work completed for a minimum duration of 36 consecutive months within the last 96 months from bid closing date.		
M3	The Bidder must clearly demonstrate that each contract provided under M1 included a minimum of 35 full time resources, as defined in Annex F – Definitions, working concurrently and continuously for an entire 30-month period or longer.		

M4	The Bidder must clearly demonstrate that each contract provided under M1 must each have had a minimum contract value of \$20M excluding taxes for the 36 month period for professional services only.		
M5	<p>The Bidder must clearly demonstrate its experience as a prime contractor for two (2) separate and distinct contracts for a minimum duration each of 24 months where the Bidder was contracted and responsible for:</p> <ul style="list-style-type: none"> a) Designing, developing and implementing a new integrated SAP solution, as defined in Annex F, Definitions, in SAP Enterprise Central Component (ECC) 6.0 or higher; and b) All of the work listed above must have been performed on the client site (i.e. not using a service delivery centre). 		
M6	The Bidder must clearly demonstrate that each contract provided under M5 must each have been for a minimum of 40 full time resources, as defined in Annex F – Definitions, working concurrently and continuously for an entire 18 month period.		
M7	The Bidder must clearly demonstrate that each contract provided under M5 must each have had a minimum contract value of \$20M excluding taxes for the 24 month period for professional services only.		
M8	<p>The Bidder must clearly demonstrate its experience in 1 of the contracts provided in M1 or M5 in on-boarding, as defined in Annex F – Definitions, which contained the following:</p> <ul style="list-style-type: none"> a) a minimum of 35 resources within a 3-month consecutive time period; and, b) maintaining the 35 on-boarded resources for a minimum period of 6 consecutive months. 		

Item #	Rated criteria	Max Points	Scoring Guideline
R1	<p>In addition to contracts provided in M1, the Bidder should clearly demonstrate its experience as a prime contractor delivering Steady-State In-Service Support, as defined in Annex A-1 or Annex A-2, Statement of Work, for integrated SAP solutions that included:</p> <p>a) a minimum of four (4) SAP modules, with at least one (1) module being either Funds Management, Plant Maintenance or Materiel Management;</p> <p>b) for a minimum of 36 consecutive months within the last 96 months from bid closing date; and,</p> <p>c) all of the work listed above must have been performed on the client site (i.e. not using a service delivery centre).</p>	60	<p>0 additional contracts = 0 points</p> <p>1 additional contract = 20 points</p> <p>2 additional contracts = 40 points</p> <p>3 additional contracts = 60 points</p>
R2	<p>The Bidder should clearly demonstrate its experience providing in excess of 35 full time resources* working concurrently on delivering Steady-State In-Service Support based on the contracts provided in M1.</p> <p>*Full time resources is defined as working a minimum of 37.5 hours a week</p>	75	<p>1 to 35 resources = 0 points</p> <p>36 to 50 resources = 25 points</p> <p>51 to 74 resources = 50 points</p> <p>75 and above = 75 points</p>
R3	<p>In addition to the contracts provided in M5, the Bidder should clearly demonstrate its experience as a prime contractor where the Bidder was contracted and responsible for all of the following tasks:</p> <p>a) Designing, developing and implementing a new or not previously existing integrated SAP solutions, as defined in Annex F, Definitions, in SAP Enterprise Central Component (ECC) 6.0 or higher; and,</p> <p>b) All of the work listed above must have been performed on the client site (i.e. not using a service delivery centre).</p>	60	<p>0 additional contracts = 0 points</p> <p>1 additional contract = 20 points</p> <p>2 additional contracts = 40 points</p> <p>3 additional contracts = 60 points</p>
R4	<p>The SAP modules designed, developed and implemented in the contracts provided in M5 and R3 should include one or more of the following modules/applications:</p> <p>Defence Force Public Sector (DFPS)</p> <p>Funds Management (FM)</p> <p>Real Estate-FX (RE-FX)</p> <p>SAP Business Warehouse (SAP BW)</p> <p>SAP Workflow</p>	50	<p>0 module/application = 0 points</p> <p>1 module/application = 10 points</p> <p>2 module/application = 20 points</p> <p>3 module/application = 30 points</p> <p>4 module/application = 40 points</p> <p>5 module/application = 50 points</p>

Item #	Rated criteria	Max Points	Scoring Guideline
R5	The contracts provided in M1 and M5 should have been for work completed and delivered in Canada.	30	0 contracts = 0 points 1 contract = 10 points 2 contracts= 20 points 3 contracts= 30 points
R6	The contracts provided in M1 and M5 should have been for work performed in support of a military organization.	30	0 contracts = 0 points 1 contract = 10 points 2 contracts= 20 points 3 contracts= 30 points
R7	The Bidder should clearly demonstrate its experience as a prime contractor in designing, developing and implementing the following emerging SAP technologies for a minimum of 6 consecutive months each within the last 36 months from bid closing: <ul style="list-style-type: none"> • HANA • Fiori • BusinessObjects 4.1 or higher • EPM • GRC • SAP Fraud Management for Public Sector 	90	15 points for each emerging technology module listed
R8	For each contract provided under M1, the Bidder should clearly demonstrate that it successfully and consistently provided resources within the required timeframes and with the required qualifications as prescribed in each contract.	40	0 contracts = 0 points 1 contract = 20 points 2 contracts = 40 points
R9	The Bidder should clearly demonstrate its experience in at least one (1) of the contracts provided in M1 or M5 where it was required to manage the contract with respect to each of the following items. For each item, please describe the process that was followed. <ol style="list-style-type: none"> Identify, select and deploy the appropriate resource in a timely manner as per the client's schedule; Manage quality assurance practices in providing resources;; Manage practices to ensure resource availability and resource replacement; and, Manage the process of issue escalation and dispute resolution within the Bidder's organization and the client's organization. 	40	0 contracts = 0 points 1 contract = 20 points 2 contracts = 40 points
R10	The Bidder should clearly demonstrate that it successfully delivered the services under each contract provided under M5 within the allocated budget, schedule and scope.	40	0 contracts = 0 points 1 contract = 20 points

Item #	Rated criteria	Max Points	Scoring Guideline
R11	<p>The Bidder should clearly demonstrate experience leading contracts, which involved both systems rationalization and business process change exercises, for large*, complex** organizations. To be considered the contract must have had a minimum value of \$5 million and a minimum duration of 1 year.</p> <p>For each contract, the Bidder should:</p> <ul style="list-style-type: none">a. Describe five (5) of the key factors that were identified as key contributors or detractors in the achievements of system rationalization or reduction exercise;b. Describe the recommendations for business process improvements that were presented to the client organization; and,c. Explain the results achieved and demonstrated savings to the client organization. <p>.</p> <p>Maximum points available:</p>	60	<p>2 contracts = 40 points</p> <p>10 points per each bullet and maximum of 2 contracts</p>
		575	