



**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> TBIPS-STREAM 1&2		
<b>Solicitation No. - N° de l'invitation</b> G9292-175967/A		<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> G9292-175967		<b>Date</b> 2016-06-22
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XN-110-30125		
<b>File No. - N° de dossier</b> 110xn.G9292-175967	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-07-08</b>		<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT
<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> Chow, Mejuine		<b>Buyer Id - Id de l'acheteur</b> 110xn
<b>Telephone No. - N° de téléphone</b> (819) 420-0333 ( )		<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/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
110XN

Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

This amendment 006 is raised to answer the following questions and make the following changes:

## CHANGES

- 1) **DELETE:** Annex B.1 – Basis of Payment Schedule – Work Stream 1,  
**INSERT:**

### ANNEX B.1 – BASIS OF PAYMENT - WORK STREAM 1

#### INITIAL CONTRACT PERIOD:

(Date of Contract award to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1 Application/Software Architect	3	
A.2 ERP Functional Analyst Travel Management	3	
A.2 ERP Functional Analyst Salary Management (SFT)	3	
A.2 ERP Functional Analyst Generalist	3	

#### OPTION PERIODS:

Option Period 1 (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1 Application/Software Architect	3	
A.2 ERP Functional Analyst Travel Management	3	
A.2 ERP Functional Analyst Salary Management (SFT)	3	
A.2 ERP Functional Analyst Generalist	3	

Option Period 2 (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1 Application/Software Architect	3	
A.2 ERP Functional Analyst Travel Management	3	
A.2 ERP Functional Analyst Salary Management (SFT)	3	
A.2 ERP Functional Analyst Generalist	3	

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
110XN

Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

Option Period 3 (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.1 Application/Software Architect	3	
A.2 ERP Functional Analyst Travel Management	3	
A.2 ERP Functional Analyst Salary Management (SFT)	3	
A.2 ERP Functional Analyst Generalist	3	

- 2) **DELETE:** Attachment 3.2 – Pricing Schedule – Work Stream 1,  
**INSERT:**

**ATTACHMENT 3.2 – Pricing Schedule – Work Stream 1**

With respect to the “Estimated Number of Days” listed below in (C\*), the estimated number of days is for evaluation purposes only during the solicitation process and does not represent a commitment of the future usage.

**Initial Contract Period:**

Date of Contract award to _____					
	(B)	(C)	(D)	(E)	(F)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (C x D)	Firm Per Diem Median Rate
A.1 Application/Software Architect	3	240	\$	\$	\$1,070.00
A.2 ERP Functional Analyst Travel Management	3	240	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Salary Management (SFT)	3	240	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Generalist	3	240	\$	\$	\$1,090.00
Total Price Initial Contract Period				\$ <TBD>	

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
110XN

Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

**Option Periods:**

Option Period 1 _____ to _____					
	(B)	(C)	(D)	(E)	(F)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (C x D)	Firm Per Diem Median Rate
A.1 Application/Software Architect	3	240	\$	\$	\$1,070.00
A.2 ERP Functional Analyst Travel Management	3	240	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Salary Management (SFT)	3	240	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Generalist	3	240	\$	\$	\$1,090.00
Total Price Option Period 1				\$ <TBD>	

Option Period 2 _____ to _____					
	(B)	(C)	(D)	(E)	(F)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (C x D)	Firm Per Diem Median Rate
A.1 Application/Software Architect	3	240	\$	\$	\$1,070.00
A.2 ERP Functional Analyst Travel Management	3	240	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Salary Management (SFT)	3	240	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Generalist	3	240	\$	\$	\$1,090.00
Total Price Option Period 2				\$ <TBD>	

Option Period 3 _____ to _____					
	(B)	(C)	(D)	(E)	(F)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (C x D)	Firm Per Diem Median Rate
A.1 Application/Software Architect	3	120	\$	\$	\$1,070.00
A.2 ERP Functional Analyst Travel Management	3	120	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Salary Management (SFT)	3	120	\$	\$	\$1,090.00
A.2 ERP Functional Analyst Generalist	3	120	\$	\$	\$1,090.00
Total Price Option Period 3				\$ <TBD>	

<b>Total Bid Price</b>	
(Initial Contract Period + Option Period 1 + Option Period 2 + Option Period 3)	\$ <TBD>

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
110XN

Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

- 3) Under Attachment 3.3 – Pricing Schedule – Work Stream 2,  
**DELETE: Table - Option Period 3**  
**INSERT:**

Option Period 3 to					
	(B)	(C)	(D)	(E)	(F)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (C x D)	Firm Per Diem Median Rate
B.9 Courseware Developer	3	120	\$	\$	\$ 825.00
B.11 IT Instructor	3	120	\$	\$	\$ 850.00
P.1 Change Management Consultant	3	120	\$	\$	\$ 999.49
P.9 Project Manager	3	120	\$	\$	\$1,200.00
Total Price Option Period 3				\$ <TBD>	

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
110XN

Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

4) Under Attachment 4.1 – Corporate Bid Evaluation Criteria – Work Stream 1, Sub-section 1.1 – Corporate Mandatory Requirements

**DELETE** Mandatory requirements M2 & M3

**INSERT** Mandatory requirements M2 & M3 as follows:

Criteria	Mandatory Criteria	Bidder's response																				
		Met Y/N	Demonstrated Experience (Bidders to insert data)																			
<b>M2</b>	The Bidder must demonstrate billable days experience supplying ALL of the Resource Categories (in the identified minimum billable days below) in Table A.																					
	To be accepted,																					
	1) The billable days must have been for the delivery of Enterprise Resource Planning (ERP) services;																					
	2) The billable days must have occurred within the past 5 years prior to the bid closing date;																					
	3) The billable days must have been provided under a maximum of 5 project references;																					
	4) The work billed for the resource category must include, for each category, at least 50% of the applicable tasks (detailed in Annex A (SOW)); and																					
	5) The Bidder must provide a completed Billable Days Response Template (Appendix B to Attachment 4.1) as well as a Bidders' Response Template for Corporate References provided in this Attachment for each contract reference submitted in the Billable Days Response Template.																					
	TABLE A: Bidder must provide the completed Appendix A of Attachment 4.1.																					
	<table><tr><th>#</th><th>RESOURCE CATEGORY</th><th>MINIMUM BILLABLE DAYS PER CATEGORY</th><th>Met Y/N</th></tr><tr><td>1</td><td>Application/Software Architect (Level 3)</td><td>500</td><td></td></tr><tr><td>2</td><td>ERP Functional Analyst Travel Management (Level 3)</td><td>250</td><td></td></tr><tr><td>3</td><td>ERP Functional Analyst Salary Management (SFT) (Level 3)</td><td>250</td><td></td></tr><tr><td>4</td><td>ERP Functional Analyst Generalist (Level 3)</td><td>250</td><td></td></tr></table>	#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	Met Y/N	1	Application/Software Architect (Level 3)	500		2	ERP Functional Analyst Travel Management (Level 3)	250		3	ERP Functional Analyst Salary Management (SFT) (Level 3)	250		4	ERP Functional Analyst Generalist (Level 3)	250		
#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	Met Y/N																			
1	Application/Software Architect (Level 3)	500																				
2	ERP Functional Analyst Travel Management (Level 3)	250																				
3	ERP Functional Analyst Salary Management (SFT) (Level 3)	250																				
4	ERP Functional Analyst Generalist (Level 3)	250																				

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
110XN

Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

Criteria	Mandatory Criteria	Bidder's response	
		Met Y/N	Demonstrated Experience (Bidders to insert data)
<b>M3</b>	<p>The Bidder must demonstrate its internal resourcing capabilities by proposing a Client Manager that will be designated as the ESDC Client Manager responsible for the resource and contract management associated with any resulting contract.</p> <p>The Bidder is requested to provide the name and position title of the Client Manager.</p> <p>To be accepted:</p> <ol style="list-style-type: none"> <li>1) The proposed Client Manager must have experience managing SAP resources under 2 contracts and/or projects simultaneously to Government of Canada clients within the last three (3) years from bid closing date: <ol style="list-style-type: none"> <li>i. for a minimum of 2 of the required resources categories identified in Annex A, Statement of Work; and</li> <li>ii. supplying a minimum of 8 full-time resources.</li> </ol> </li> <li>2) The value of each contract and/or project must be minimum \$2M over a period of at least 2 years, including any applicable options.</li> </ol>		

- 5) Under Attachment 4.3 – Corporate Bid Evaluation Criteria – Work Stream 2, Sub-section 1.1 – Corporate Mandatory Requirements  
**DELETE** Mandatory requirement M3  
**INSERT** Mandatory requirement M3 as follows:

Criteria	Mandatory Criteria	Bidder's response	
		Met Y/N	Demonstrated Experience (Bidders to insert data)
<b>M3</b>	<p>The Bidder must demonstrate its internal resourcing capabilities by proposing a Client Manager that will be designated as the ESDC Client Manager responsible for the resource and contract management associated with any resulting contract.</p> <p>The Bidder is requested to provide the name and position title of the Client Manager.</p> <p>To be accepted:</p> <ol style="list-style-type: none"> <li>1) The proposed Client Manager must have experience managing SAP resources under 2 contracts and/or projects simultaneously to Government of Canada clients within the last three (3) years from bid closing date: <ol style="list-style-type: none"> <li>iii. for a minimum of 3 of the required resources categories identified in Annex A, Statement of Work; and</li> <li>iv. supplying a minimum of 8 full-time resources.</li> </ol> </li> <li>2) The value of each contract and/or project must be minimum \$2M over a period of at least 2 years, including any applicable options.</li> </ol>		

6) Under Attachment 4.1 – Corporate Bid Evaluation Criteria – Work Stream 1,  
**DELETE** Sub-section 1.2 – Corporate Rated Requirements  
**INSERT:**

1.2 CORPORATE RATED REQUIREMENTS

Point Rated Criteria		Max Points	Bidder's Response	
			Evaluation Guideline	Cross Reference to Contract Reference(s)
<b>R1</b>	<p>The Bidder will be awarded points where it demonstrates delivery of SAP professional services for Department(s), Agency(ies) or Crown Corporations of the Federal Government of Canada, within the last five (5) years from bid closing date. To be accepted, the contract must be a minimum of 12 months.</p> <p>The Bidder is requested to provide the following customer reference information:</p> <p><u>Customer Contact Information</u>  Name of Organization:  Contact Name:  Email Address:  Phone Number:  <u>Contract Detail</u>  Summary of Professional Services: (1 paragraph describing scope and key responsibilities)  Start Date:  End Date:  Reference number:  Total SAP Professional Services Billed (\$):</p> <p>For each contract reference, the Bidder is requested to submit the contract award date and reference number.</p>	12	<p>The Bidder will be awarded points for the sum of Total Billable Value (V) demonstrated as follows:</p> <p>\$2M ≤ V &lt; \$ 5M = 3 pts  \$5M ≤ V &lt; \$10M = 6 pts  \$10M ≤ V &lt; \$15M = 9 pts  V ≥ \$15M =12 pts</p>	
<b>R2</b>	<p>In the past 10 years prior to bid closing, the Bidder should demonstrate its project experience. To qualify, each project experience:</p> <ol style="list-style-type: none"> <li>1. must have been continuous work for a minimum of 12 months; and</li> <li>2. delivered informatics professional services related to Enterprise Resource Planning (ERP) SAP System projects using SAP ECC 6.0 or higher.</li> </ol> <p>Up to a maximum of 7 projects will be evaluated.</p> <p>The Bidder is requested to provide the following customer reference information for each project:</p> <p><u>Customer Contact Information</u>  Name of Organization:  Contact Name:  Email Address:  Phone Number:  <u>Contract Detail</u>  Summary of Professional Services: (1 paragraph describing scope and key responsibilities)  Start Date:</p>	28	<p>The Bidder will be awarded four (4) points for each demonstrated project to a maximum of seven (7) projects.</p>	

Solicitation No. - N° de l'invitation

G9292-175967/A

Amd. No. - N° de la modif.

006

Buyer ID - Id de l'acheteur

110XN

Client Ref. No. - N° de réf. du client  
G9292-175967File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

End Date: Reference number: Total SAP Professional Services Billed (\$):  For each contract reference, the Bidder is requested to submit the contract award date and reference number.			
<b>MAXIMUM AVAILABLE POINTS</b>	<b>40</b>		
<b>MINIMUM POINTS REQUIRED</b>	<b>0</b>		
<b>POINTS ACHIEVED</b>			

## 7) Under Attachment 4.3 – Corporate Bid Evaluation Criteria – Work Stream 2,

**DELETE** Sub-section 1.2 – Corporate Rated Requirements**INSERT:**1.2 CORPORATE RATED REQUIREMENTS

Point Rated Criteria		Max Points	Bidder's Response	
			Evaluation Guideline	Cross Reference to Contract Reference(s)
<b>R1</b>	<p>The Bidder will be awarded points where it demonstrates delivery of SAP professional services for Department(s), Agency(ies) or Crown Corporations of the Federal Government of Canada, within the last five (5) years from bid closing date. To be accepted, the contract must be a minimum of 12 months.</p> <p>The Bidder is requested to provide the following customer reference information:</p> <p><u>Customer Contact Information</u> Name of Organization: Contact Name: Email Address: Phone Number: <u>Contract Detail</u> Summary of Professional Services: (1 paragraph describing scope and key responsibilities) Start Date: End Date: Reference number: Total SAP Professional Services Billed (\$):</p> <p>For each contract reference, the Bidder is requested to submit the contract award date and reference number.</p>	12	<p>The Bidder will be awarded points for the sum of Total Billable Value (V) demonstrated as follows:</p> <p><math>\\$2M \leq V &lt; \\$5M = 3 \text{ pts}</math>  <math>\\$5M \leq V &lt; \\$10M = 6 \text{ pts}</math>  <math>\\$10M \leq V &lt; \\$15M = 9 \text{ pts}</math>  <math>V \geq \\$15M = 12 \text{ pts}</math></p>	
	<p>In the past 10 years prior to bid closing, the Bidder should demonstrate its project experience. To qualify, each project experience:</p> <ol style="list-style-type: none"> <li>1. must have been continuous work for a minimum of 12 months; and</li> <li>2. delivered informatics professional services related to Enterprise Resource Planning (ERP) SAP System projects using SAP ECC 6.0 or higher.</li> </ol> <p>Up to a maximum of 7 projects will be evaluated.</p>	28	<p>The Bidder will be awarded four (4) points for each demonstrated project to a maximum of seven (7) projects.</p>	

Solicitation No. - N° de l'invitation  
G9292-175967/A

Amd. No. - N° de la modif.  
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Client Ref. No. - N° de réf. du client  
G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

<b>R2</b>	<p>The Bidder is requested to provide the following customer reference information for each project:</p> <p><u>Customer Contact Information</u> Name of Organization: Contact Name: Email Address: Phone Number: <u>Contract Detail</u> Summary of Professional Services: (1 paragraph describing scope and key responsibilities) Start Date: End Date: Reference number: Total SAP Professional Services Billed (\$):</p> <p>For each contract reference, the Bidder is requested to submit the contract award date and reference number.</p>			
<b>MAXIMUM AVAILABLE POINTS</b>		<b>40</b>		
<b>MINIMUM POINTS REQUIRED</b>		<b>0</b>		
<b>POINTS ACHIEVED</b>				

- 8) At Annex A, Appendix A – Task Assessment Procedure,  
**DELETE** Section 5.

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## QUESTIONS

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**Q1.** Attachment 4.4: Work Stream 2 - Resource Bid Evaluation Criteria –Mandatory and Point-Rated Evaluation Criteria: Evaluation criteria has not been provided for B.9 Courseware Developer and B.11 IT Instructor. Please advise if ESDC requires Bidder's to complete grids for these roles.

**A1.** B.9 Courseware Developer and B.11 – IT Instructors will not be evaluated at the solicitation stage. However, the evaluation of these resources will occur after contract award and in accordance with the process described at Annex A, Appendix A – Task Assessment Procedure and Appendix B – Individual Resource minimum Qualification Requirements.

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**Q2.** With regards to M2, item (4) for Work Stream 1, states that “The work billed for the resource category must include, for each category, at least 50% of the applicable tasks (detailed in Annex A (SOW))”. As currently written, 7 of the 13 tasks listed under ERP Functional Analyst Travel Management (Level 3) relate to the SAP Travel Management module. This would indicate that the RFP requires the bidder to reference corporate experience in providing services related to the TM module. However, only 5 of the 10 tasks listed under ERP Functional Analyst Salary Management (SFT) (Level 3) relate to the SAP SFT module. This would indicate that the RFP does not require the bidder to reference corporate experience in providing services related to the SFT module. This inconsistency can be addressed by requiring bidders to have at least one task related to the SFT module when referencing corporate experience in providing services listed under the ERP Functional Analyst Salary Management (SFT) (Level 3) category.

**A2.** Each resource will be evaluated individually against all rated tasks. For example: Salary Forecasting Tool (SFT) will be evaluated against all rated tasks. Then, Travel Management (TM) will be evaluated against all rated tasks, etc.

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**Q3.** With regards to M3, both work streams ask bidders to propose a Client Manager with experience in managing SAP resources under 2 contracts simultaneously. When comparing the experience required in providing SAP services to Government of Canada clients to providing SAP services to: a) international clients and b) non-government clients, there are significant differences due to the additional experience that is required. Given the nature of procurement in government, additional security requirements and additional business processes related to providing task based as and when required services to the Government of Canada, we would ask ESDC to modify M3 for both work streams to require bidders to propose a Client Manager with experience in managing SAP resources under 2 contracts simultaneously to Government of Canada clients.

**A3.** Canada has taken into consideration the suggestion and revised criterion M3 for both work streams. Please see Changes #4 and #5 above for details.

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**Q4.** Please confirm that for all contract references, the Bidder must have been the prime contractor, and not a subcontractor. This means that the Bidder contracted directly with the customer for the work. If the Bidder's contract was to perform work which another entity had itself first contracted to perform, the Bidder will not be considered the prime contractor. For example, Z (customer) contracted with Y for services. Y, in turn, entered into a contract with X to provide all or part of these services to Z. In

this example, Y is a prime contractor and X is a subcontractor. This is a standard item in similar large RFPs run by PWGSC that appears to be missing in this RFP.

- A4.** There is no restriction. A bidder's corporate capability and experience pertinent to Canada's requirement will be considered for evaluation, regardless of whether the bidder was the prime contractor or a subcontractor in the referenced contract.

- 
- Q5.** Please confirm that for M3 under:

- a) Work stream 1: both of the contracts referenced must be "i. for a minimum of 2 of the required resources categories identified in Annex A, Statement of Work; and ii. supplying a minimum of 8 full-time resources."
- b) Work stream 2: both of the contracts referenced must be "i. for a minimum of 3 of the required resources categories identified in Annex A, Statement of Work; and ii. supplying a minimum of 8 full-time resources."

- A5.** To clarify,

- a) Under Work Stream 1, the referenced contracts must include a minimum of:
  - 1 Application/Software Architect (Level 3);
  - 1 ERP Functional Analyst TM (Level 3)
  - 1 ERP Functional Analyst SFT (Level 3); and
  - 5 ERP Functional Analysts of any combination, all at Level 3,for a total of 8 resources.
- b) Under Work Stream 1, the referenced contracts must include a minimum of:
  - 1 Course Developer (Level 3);
  - 1 IT instructor (Level 3);
  - 1 Change Management Consultant (Level 3);
  - 1 Project Manager (Level 3); and
  - 4 resources of any combination, all at Level 3,for a total of 8 resources.

- 
- Q6.** For all mandatory and rated criteria's, please confirm Bidders may use ongoing projects to substantiate experience as long as the projects fulfill all other contract details of the specific requirement.

- A6.** Yes, Bidders are allowed to submit their ongoing project(s) as part of their responses to the mandatory and rated requirements as long as the project(s) is(are) relevant and valid.

- 
- Q7.** Would the Crown please confirm whether Bidders may submit a proposal in response to only 1 of the 2 work streams specified in the RFP and still be compliant?

- A7.** Under Part 3 – Bid Preparation Instructions, sub-section 3.1 d) (i), a single bid may respond to one or more work streams.
-

**Q8.** With regards to R1 of the Corporate Rated Requirements, we respectfully request that ESDC revise this rated to include private sector projects to allow very competent SAP certified companies who have not done significant business with the Federal Government of Canada to compete. As the goal of ESDC is to secure a successful bidder with the experience and capacity to provide the volume of SAP resources required by ESDC, limiting R1 to Federal Government projects excludes companies who are specialized in SAP and have the capacity to provide a large volume of qualified resources from bidding on the requirement and provides no value to ESDC. A company who has conducted large private sector projects has the capacity to fill ESDC's requirements.

During the TA stage, after contract award, ESDC will require that resources have the Federal Government experience that may be required for a particular engagement. As all companies have access to the same subcontracted resources with this experience in the Ottawa market, and will thus be able to provide ESDC with the specific resources required.

Limiting this to Federal Government merely limits competition to the large integrators who have historically done business with the Federal Government and unduly penalizes companies who have qualified under TBIPS but have not yet done large projects in the Public Sector.

**A8.** Federal Government experience is a part to consider in this requirement. Please see Changes #6 & #7 related to "evaluation guideline".

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**Q9.** With regards to Corporate Mandatory M3 - Stream 1 and Stream 2, we believe that the capabilities of a Client Manager are best demonstrated by their ability to manage various resources on specific client projects. ESDC currently requires that this be demonstrated in one contract however we believe that managing several contracts for the same client project better supports the qualifications of a Client Manager.

Will ESDC consider changing the wording on the criteria for M3 for both streams (1 and 2) from "contracts" to "projects"?

**A9.** Canada has taken the suggestion into consideration and has revised M3 for both work streams. Please see Changes #4 & #5 above for details.

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Q10 and Q11 refer to the following corporate criteria:

*The Bidder must demonstrate billable days experience supplying ALL of the Resource Categories (in the identified minimum billable days below) in Table A.*

*To be accepted,*

- 1) The billable days must have been for the delivery of Enterprise Resource Planning (ERP) services;*
- 2) The billable days must have occurred within the past 5 years prior to the bid closing date;*
- 3) The billable days must have been provided under a maximum of 5 project references;*
- 4) The work billed for the resource category must include, for each category, at least 50% of the applicable tasks (detailed in Annex A (SOW)); and*
- 5) The Bidder must provide a completed Billable Days Response Template (Appendix B to Attachment 4.1) as well as a Bidders' Response Template for Corporate References provided in this Attachment for each contract reference submitted in the Billable Days Response Template.*

**Q10.** With regards to Stream 2 - Corporate Mandatory M2:

Under TBIPS Supply Arrangement, role titles for certain categories/task descriptions are quite similar to those of Courseware developer or IT Instructor and are selected by clients to provide similar deliverables. Will ESDC accept other categories under TBIPS toward total billable days for the Business Services Class as long as a vendor can demonstrate that over 50% of the tasks outlined in the SOW were similar to those outlined in this RFP?

**A10.** Only the Course Developer and IT instructor resources will be accepted under this requirement.

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**Q11.** With regards to Stream 1 and Stream 2 - Corporate M2:

- a. Please confirm ESDC will only accept days billed prior to bid closing date to support the “billable days” for each category?
- b. Please confirm all supporting billable days must be for level 3 resources?
- c. Please confirm that total billable days for each stream must be demonstrated in a maximum of 5 contracts?

**A11.** a. It is confirmed that ESDC will only accept days billed prior to bid closing date to support the “billable days” for each category.  
b. It is confirmed that all supporting billable days must be for level 3 resources.  
c. It is confirmed that the total billable days for each stream must be demonstrated in a maximum of 5 contracts.

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**Q12.** With regards to Stream 1 - Basis of Payment:

ESDC is requesting only one per diem rate for all proposed ERP Functional Analysts however within the content of the RFP, ESDC is requesting resources that sin ERP Functional Analyst, SFT, and ERP Functional Analyst, Travel and a ERP Functional Analyst Generalist.

As ESDC denotes the difference in the specific technical skills required for these resources within the contents of the grids and overall statement of work, it would only make sense that the difference be outlined in the per diem rates as well. ERP Functional Analysts that are specialized in a specific module or business processes do not charge the same for services rendered that an ERP Functional Analyst (Generalist category) would charge. It would be advantageous to ESDC to break the three categories out in the financial tables to allow for more flexibility in proposed rates by vendors.

**A12.** Please see Changes #1 and #2 above.

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**Q13.** With regards to Stream 2 - Project Manager, Rated 3:

Please confirm if ESDC would also accept a University Degree in a relevant field such as Accounting or Commerce. A University Graduate in Accounting or Commerce would have gained the consultant similar/relevant skills for this requirement, as someone who has an Accounting Designation.

**A13:** Under Attachment 4.4 – Work Stream 2, Resource Bid Evaluation Criteria, P.9 Project Manager, R-3, points will be allocated when one or more of the following professional certification(s) are provided:

- Project Management Professional (PMP) or related Project Management Certificate;
- ITIL (Information Technology Infrastructure Library ) Certification;
- Possession of a recognized Canadian professional accounting designation (CPA, CA, CGA, RIA/CMA);
- A graduate with a Bachelor's degree from a recognized university with specialization in accounting, finance, business administration, commerce or economics.

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**Q14.** With regards to Stream 2 - Change Manager/Release Manager, Rated 2:

As the role for Change Management/Release Manager is to support ERP system releases, would ESDC also accept ISP designation? The Information Systems Professional (ISP) designation entails a commitment to maintaining high standards of competency in the planning, analysis, implementation and procurement of information systems. The ISP is an internationally recognized comprehensive competency framework that requires candidates to master the CIPS body of knowledge and adhere to the code of ethics and professional conduct. Designation holders have therefore maintained the most up-to-date skills and are knowledgeable about the latest IT trends and best practices.

**A14.** Under Attachment 4.4 – Work Stream 2, Resource Bid Evaluation Criteria, P.1 Release and change Manager, R-2, points will be allocated for the following provided valid professional certifications:

- Any SAP Certification as delivered by SAP;
- Project Management Professional (PMP) or related Project Management Certificate;
- Accounting Designation (CPA, CA, CGA, RIA/CMA) or
- Information Systems Professional Designation (ISP).

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**Q15.** With regards to the RFP, in 3.2 Section I - Technical Bid, (a), (ii) “Previous Similar Projects” states: *(b) a project must have been completed by the bid closing date.*

Please confirm that it is the referenced billable days that must have been completed by the bid closing date and not the overall contract/project.

**A15.** The referenced billable days must have been completed by the bid closing date.

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**Q16.** With regards to Work Stream 1, Corporate Mandatory Criterion M2: Two of the required resource categories for Corporate Mandatory Criteria M2 are restrictive.

SFT: SFT is mainly used by the Federal Government. There are three consultants who would have the 500 days in the last 5 years. These three consultants all work for the same company.

Travel: While clients outside the Federal government use this module, the local travel consultant who would meet the mandatory 500 day requirement has again worked for the same company.

Solicitation No. - N° de l'invitation

G9292-175967/A

Amd. No. - N° de la modif.

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Buyer ID - Id de l'acheteur

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G9292-175967

File No. - N° du dossier  
110XNG9292-175967

CCC No./N° CCC - FMS No./N° VME

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It is evident that rated requirements for A.2 ERP Functional Analyst –SAP Functional Analyst (Level 3) Travel Management (TM) and A.2 ERP Functional Analyst –A.2 SAP Functional Analyst (Level 3) Salary Management (SFT) will ensure that ESDC gets the SFT and Travel consultants required.

For fair and open competition, we respectfully request ESDC to remove the 500 day requirement for ERP Functional Analyst Travel Management (Level 3) and ERP Functional Analyst Salary Management (SFT) (Level 3) from Work Stream 1, M2.

- A16.** Over the past 15 years, eighteen Federal Departments have required ERP Functional Analyst Travel Management, Salary Management (SFT) and/or Generalists resources. ESDC currently has a requirement for these resources. Please see Changes #1, #2 & #4.

**\*\*\* ALL OTHER TERMS & CONDITIONS REMAIN UNCHANGED \*\*\***