Canada Revenue Agency   Agence du revenu du Canada

RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente   incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).
Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

_____

_____

_____
Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

_____
Name /Nom

_____
Title/Titre

_____
Signature

_____
Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)_____
Telephone No. – No de téléphone
(____)_____
Fax No. – No de télécopieur

_____
E-mail address – Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Title – Sujet Enterprise Testing Solution	
Solicitation No. – No de l'invitation *1000338642*	**Date** *December 28, 2017*
Amendment No. - N° modif. **06**	
Solicitation closes – L'invitation prend fin on – le 2018-01-10 (yyyy-mm-dd) (aaaa-mm-jj) at – à 2:00 P.M. / 14 h	**Time zone – Fuseau horaire** EST /HNE Eastern Standard Time/ Heure Normale de l'Est

Contracting Authority – Autorité contractante

Name – Nom: Shawn Woods

Address – Adresse: 250 Albert Street, Ottawa, ON K1A 0L5

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Fax No. – No de télécopieur
(613) 957-6655

Destination - Destination

See herein / Voir dans ce document

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.

LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.

SOLICITATION AMENDMENT # 06

This solicitation amendment is raised to:
1. **Address the following questions submitted during the solicitation period as per RFP;**
2. **Extend the solicitation period; and**
3. **Amend the RFP.**

*** Please be advised to date there have been six (6) updates to RFP 1000338642 as follows:

Amendment #01 dated November 24th, 2017;
Amendment #02 dated December 5th, 2017;
Amendment #03 dated December 7th, 2017;
Questions and Answers #21-27 dated December 12th, 2017;
Amendment #04 dated December 14th, 2017;
Amendment #05 dated December 19th, 2017; and
Amendment #06 dated December 28th, 2017.

Please ensure you have read and updated all the information in the subject RFP before submitting a bid.***

1. QUESTIONS AND ANSWERS

For Questions #57 to #60,

M3 states "The ETS must be bundled with live support and maintenance services, and support must be available twenty-four hours, seven days a week, 365 days per year (24/7/365) via Internet, web support (i.e. unlimited access to Technical Support knowledgebase), email, telephone, and on-site support."

Q57. - Can CRA provide clarification on the activities and purpose of the "on-site support" requirement?

A57. Please see revised mandatory requirement M3 under RFP Amendment #06. On-site support is no longer a requirement.

Q58. - The requirement reads such that CRA expects 24/7/365 on-site support. Is this the expectation?

A58. Please see revised mandatory requirement M3 under RFP Amendment #06. On-site support is no longer a requirement.

Q59. - If on-site support is not for 24/7/365, is the on-site support expected to be provided on an as requested basis using the Task Authorization process based on the quoted per diem for professional services?

A59. Please see revised mandatory requirement M3 under RFP Amendment #06. On-site support is no longer a requirement.

Q60. - If on-site support is to be included with the software support cost, how many hours of on-site support is expected on a monthly basis?

A60. Please see revised mandatory requirement M3 under RFP Amendment #06. On-site support is no longer a requirement.

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Q61. For M3, must e-mail, telephone and on-site support be provided in English and French for all products proposed?

A61. Please see revised mandatory requirement M3 under RFP Amendment #06.

Q62. For M3, is acceptable if some documentation available via internet and web support is only available in English?

A62. Please see revised mandatory requirement M3 under RFP Amendment #06.

Q63. Amended M4 states "When a request is made for Technical Support, it must be provided within the Eastern Daylight time zone and available with a response time of four (4) hours. This includes web support, email and telephone support." Can CRA explain the intention of the wording "within the Eastern Daylight time zone" since all support is required 24/7/365? Do all levels of support (L1, L2, L3) need to be provided from Canada?

A63. Please delete revised mandatory requirement M4 under RFP Amendment #03 and replace with the revised mandatory requirement M4 under RFP Amendment #06.

Q64. Can CRA provide an extension to January 8th, 2018?

A64. The RFP has been extended under RFP Amendment #06.

Q65. M11 states "The ETS must be web-based and support the following internet browsers: a) Internet Explorer 11 b) Microsoft Edge 38.14393.1066.0 c) Mozilla Firefox v45". It is not possible to identify an end-to-end solution where all components can run on Edge, whether we look at any one vendor or multiple vendors. Some products run on Edge, but it is not formally supported. Can CRA remove the Edge requirement or confirm that it is acceptable to have a subset of software components support Edge?

A65. Please see revised mandatory requirement M11 under RFP Amendment #06

Q66. For M14, "…Bidders must clearly indicate within their response that the minimum threshold has been met." How does CRA want Bidders to "clearly indicate"? Do we need to reference an existing client of the product that allows a minimum of 1,500 users? Is this required for all software components in our proposed solution?

A66. The onus is on the Bidder to provide evidence that the proposed ETS repository can perform 1500 users under load at the same time. Evidence can include a previous project reference or a published product technical specification document. Please delete revised mandatory requirement M14 under RFP Amendment #05 and replace with the revised mandatory requirement M14 under RFP Amendment #06.

Q67. For M9, can CRA accept software components that are not currently bilingual as long as the vendor certifies that both languages will be available within one month of contract award?

A67. No.

Q68. M36 and M43, many vendors do not allow attachment of Visio files. Can CRA remove this requirement or confirm it is acceptable to convert Visio files to PDF for storage in the ETS repository?

A68. No.

Q69. Financial Tables request pricing 3,000 named Users and then pricing for additional blocks of 100 named users. Not all software components will be used by all testers. Can CRA provide additional information on the number of users performing different testing roles?

A69. CRA is not requesting licenses to that level of granularity. Bidders are requested to respond as per the Financial tables listed in Appendix 2 of the RFP.

Q70. With respect to the financial submission. Is a bidder permitted to provide a solution that includes a mix of perpetual and term licences? For instance if the solution is comprised of 4 products available under term pricing and a 5th product in the solution that is only available as a perpetual licence can we submit one bid with the pricing for all products included?

A70. Please see Appendix 2: Financial Proposal of the RFP.

Q71. Can CRA consider adding a cap to 3rd Party Claims, Section 7.30 of Part 7 Model Contract? We propose the following:
"Except for Third party claims relating to (a) personal injury or death or property damage caused by the Infosys's sole negligence; (b) Intellectual Property infringement caused by Infosys; or (c) Infosys's breach of Confidentiality obligations herein, for all other claims, or causes of action against Infosys, Infosys's total, cumulative liability under this Contract, whether in contract, tort or otherwise, shall be limited to the greater of $1,000,000.00 or total estimated contract cost. Infosys's limitation of liability is cumulative with all of Infosys's expenditures being aggregated to determine satisfaction of the above limit. The existence of claims or suits will not enlarge or extend the limit. In no event shall either party be liable for any indirect, special, incidental, consequential or punitive damages (including without limitation damages for business interruption or loss of profits), howsoever caused, arising out of or in connection with the Contract and whether or not the party has been advised of the possibility of such damages."

A71. No.

Q72. This is a complex RFP with over 100 Mandatory requirements, plus a complex pricing request. In order to provide a quality response would CRA kindly consider granting an extension into January?

A72. The RFP has been extended under RFP Amendment #06.

Q73. Regarding the Financial Bid Section - Can CRA please clarify on the following:

The RFP States: "The Total Evaluated Price is calculated based on the Total Cost of the Firm 5 year period plus the cost of Option Year 1. For evaluation purposes only, a CPI rate of zero (0) will be used in calculating the cost of Option Year 1. Therefore, the Option Year 1 price must match the price of Firm Year 5."

Does CRA expect a CPI rate of 0% over 5 years on the price provided per year for the licensing (i.e. zero uplift on cost per year) or is this simply being applied for analysis purposes only?

A73. The CPI rate of zero (0) is for evaluation purposes only. Please see Article 7.22 – Price Stability For Optional Years #6 to 10, under Part 7 – Model Contract of the RFP.

Q74. Regarding RFP Section 2.2 Standard Instructions, Clauses and Conditions A0000T (2012-07-16) - Definition of Bidder:

CRA is looking to ensure the bidder has the necessary experience to address and deliver on the requirement. The definition of Bidder in Section 04 (2007-11-30) of the Standard Instructions 2003 specifically excludes the parent, subsidiaries or other Affiliates of the bidder, or its subcontractors.
To ensure CRA benefits from industry best practices across the world base, Bidders need to leverage their global experience, lessons learned and references. CRA will benefit from such world-wide experience. Therefore, we request that CRA amends the definition of Bidder for the purpose of corporate references in order to allow a Bidder to use references from its parent, affiliates and subcontractors. Please confirm that such change will be made so that this clause does not preclude Bidders from using such references to respond to the mandatory reference requirements.

A74. No. The current definition of Bidder will stand.

Q75. Can CRA please provide an excel spreadsheet for the pricing table request to ensure accuracy for the submission?

A75. Electronic versions of Annex A and B are available upon email request to Shawn.Woods@cra-arc.gc.ca. Please note that for requests for electronic copies of Appendix 1 and 2, it is the original version of Appendix 1 and 2 that will be sent. Please ensure you are up to date with the RFP Amendments for any revisions made to Appendix 1 and / or Appendix 2. The expectation is that if any of the mandatory requirements and / or Financial Tables are revised, that Bidders will attach the related RFP Amendments along with their responses to the revised requirements within their official bid submission. ***

Q76. How can a Vendor include T&L in a hourly rate when the vendor doesn't know how many trips would be required to cover 100 hours?

A76. Travel and Living is to be included in the hourly rate and all travel will take place at the locations listed in Article 7.19 under Part 7 – Model Contract of the RFP. The 100 hours is just for evaluation purposes.

Q77. What size Load are you requesting in reference to Performance Testing? i.e. how many Virtual Users will be applied to test(s)

A77. Please see revised mandatory requirements M82 and M83 under RFP Amendment #06.

Q78. Most vendors do not provide pro-rated pricing on perpetual licensing. Would CRA please consider removing the following statement:
Note: In order to provide for a common termination date, where additional licenses are acquired (including first year maintenance and support services on the additional licenses), part way through any contract year, Canada will pay a pro-rated amount based on the prices set out in Table 1, divided by twelve (12) and multiplied by the number of months remaining to either the common subscription end date or the common maintenance and support end date.

A78. No change made. The ability to pro-rate the maintenance and support on additional licenses acquired to a common termination date will significantly reduce the administration burden of managing the maintenance and support renewals.

Q79. Reference M79: Can CRA please elaborate on this mandatory request? It is not clear what is being asked.

A79. Mandatory Requirement M79 of Appendix 1 and therefore Requirement Number 81 of Annex A are deleted from the RFP.

Q80. For M1, does the reference need to be for the proposed solution?

A80. No. The requirement clearly states a similar ETS repository.

Q81. For M1, does the solution need to have been implemented by the Bidder?

A81. Yes

Q82. For M1, can the Bidder use references from the proposed Product vendor?

A82. No. The bidder must have experience implementing a similar ETS repository.

Q83. For M2, does the API integration have to have been developed or implemented by the Bidder?

A83. Yes.

Q84. M77 The ETS advanced testing tools must conduct performance testing through the following methods:
        a) Citrix Independent Computing Architecture (ICA);
        b) Microsoft Open Database Connectivity (ODBC);
        c) Lightweight Directory Access Protocol (LDAP);
        d) Windows sockets;
        e) Java Remote Method Invocation (RMI); and
        f) Remote Desktop Protocol (RDP)

Will CRA be performing manual or automated performance testing through the above methods?

A84. Mandatory requirement M77 of Appendix 1 of the RFP and therefore Requirement Number 79 of Annex A of the RFP are to be deleted. The Agency at its discretion may perform manual and or automated performance testing in the future.

Q85. Based on a number of the mandatory requirements (M77, M83, M85, M87), there are fairly specific in that there are a very limited number of solutions that will enable and meet these (including the incumbent tools within the CRA). Would the CRA be open to adjusting these mandatories and including them as rated requirements only to enable additional solutions to be compliant to these numerous mandatories?

A85. Mandatory requirement M77 of Appendix 1 of the RFP and therefore Requirement Number 79 of Annex A of the RFP are deleted.

Q86. On Page 22 – Mandatory Requirements **M2. Of the three separate projects mentioned in M1, at least one of the projects must have had integrations with at least two separate software tools or suites (including performance, functional and load testing tools), through the use of RESTful application programming interface (API).**
M2 is a technical skill requirement which has no meaningful relationship to the size of the implementing organization as stipulated in M1. Integrating Tool A to Tool B is equally valid for a small organization as it is for a larger organization.
Would CRA reconsider the phrasing of this requirement to remove any dependency on M1.

A86. Please see revised mandatory requirement M2 under RFP Amendment #06.

Q87. M2. Of the three separate projects mentioned in M1, at least one of the projects must have had integrations with at least two separate software tools or suites (including performance, functional and load testing tools), through the use of RESTful application programming interface (API).
If a software package provides out-of-the-box tool integrations, why use a REST API?
REST API-based tool integrations are more expensive to develop, test and maintain in the long run, as compared to out-of-the-box integrations which are vendor-supported and maintained. M2 suggests that CRA would disadvantage a bidder who has success integrating tools with OOTB approaches, and does not give consideration to the nature of the proposed ETS solution and its integrations. We don't believe this is CRA's intention in drafting this requirement.
To address these apparent conflicts, we suggest M2 be removed entirely. We believe that the proof-of-concept phase would be an ideal platform for the selected bidder to demonstrate both their solution's integration approach, and if necessary any capabilities with the REST APIs as they may pertain to CRA's specific requirements.

A87. Please see revised mandatory requirement M2 under RFP Amendment #06.

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Q88. M11. The ETS must be web-based and support the following internet browsers (Internet Explorer 11, Microsoft Edge 38.14393.1066.0, Mozilla Firefox v45).
We would ask CRA to clarify these browser requirements,
Microsoft, Mozilla and other browser vendors (Apple, Google) constantly revise and update their browsers for performance, stability and security. The versions that CRA has listed are already obsolete as of the date of this RFP, and it is likely that CRA will update their browsers to remain current with the most recent updates for security and performance reasons. This renders this requirement – as written – almost moot.
Would CRA consider rephrasing M11 as follows:
"The ETS must be web-based and support any of the following browsers (Internet Explorer 11 and higher, Microsoft Edge 38 and higher, Mozilla Firefox v45 and higher)"

A88. Please see revised mandatory requirement M11 under RFP Amendment #06.

Q89. M77 lists 6 different technologies to support as part of a performance testing solution. There are no specific quantities listed in M82, M83 for LDAP, ODBC and Windows Socket. Are we to assume 2000 concurrent users are required for these technologies? Please provide specific quantities for these technologies.

A89. Mandatory requirement M77 of Appendix 1 of the RFP and therefore Requirement Number 79 of Annex A of the RFP are deleted. Please also see revised mandatory requirements M82 and M83 under RFP Amendment #06.

Q90: Is Mobile Testing also under the purview of ETS solution? If yes what is the platform Android/iOS/Windows?

A90. No.

Q91. Will there be different or additional terms and conditions associated with future Task Authorizations ?

A91. No.

Q92. Does CRA require that the licenses be transferable to other Government of Canada Departments or is the transferability for other users **within** CRA?

A92. Response: Please see sub-article 7.6.2 – Supplemental General Conditions 4003 (2010-08-16) and Article 7.7 – Software License Type under Part 7 – Model Contract of the RFP.

Q93. The vendor is proposing licenses that will be installed on CRA servers. Please confirm that these servers are not located in a "sensitive work site".

A93: The software will be installed on servers managed by Shared Services Canada. The vendor will not be required to be on site where the servers are located. The CRA remotely accesses the servers and any requirement of the vendor, such as installation services would be performed at a CRA facility in accordance with Annex C – Security Rquirements Check List of the RFP.

Q94. Please confirm that data such as requirements/backlogs, source code, test cases and scripts stored in ETS repository are not considered as "sensitive data".

A94. The data stored in the ETS repository will include non-protected and protected information as per Annex C – Security Requirements Check List of the RFP.

Q95. Reference 7.20 Inspection and Acceptance -- Would CRA please provide a more clear definition of "acceptance"?
Further, would CRA consider the inclusion of a clause similar to the following around acceptance?
Software Acceptance
All software deliverables under this Contract must be subject to inspection and acceptance by the CRA Project Authority or its authorized representative. Such inspection and acceptance is to occur within five (5) business days from date of electronic delivery. Unless notified otherwise, within 5 business days from e-delivery, all deliverables including the Licensed Software will be deemed accepted by Canada.
Acceptance by the CRA Project Authority must not relieve the Contractor of any responsibility for defects or other failures to meet the requirements of this Contract.

   A95. No.

2. AMENDMENTS TO THE RFP

1. **On Page 1 of the RFP, extend the solicitation closing date as follows:**

   Delete:

   > Solicitation closes – L'invitation prend fin
   > on – le 2018-01-04 (yyyy-mm-dd) (aaaa-mm-jj)
   > at – à 2:00 P.M. / 14 h

   Replace with:

   > Solicitation closes – L'invitation prend fin
   > on – le **2018-01-10** (yyyy-mm-dd) (aaaa-mm-jj)
   > at – à   **2:00 P.M. / 14 h**

2. At Appendix 1 – Mandatory Criteria, delete M2 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference
		Yes	No	Location / Page #
M 2.	The Bidder must have additional experience within the last 8 years on at least one project integrating their products with other software testing tools through the RESTful Application Programming Interface (API). This criteria may be met as part of one of the projects referenced in M1 or as an additional project. Bidders are requested to use the following format in providing their response to M2: Project Name: Project Details: Project Time Period: Organization: Number of employees:			

3. At Appendix 1 – Mandatory Criteria, delete M3 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 3.	The ETS must be bundled with live support and maintenance services, and support must be available twenty-four hours, seven days a week, 365 days per year (24/7/365) via Internet, web support (i.e. unlimited access to Technical Support knowledgebase), email and telephone. Upon a request for support via e-mail and / or telephone, the support must be available in both English and French. Upon a request for support through documentation available via internet and /or web support, the support can be provided in either English or French or Bilingual (English / French).			

4. At Appendix 1 – Mandatory Criteria, delete M4 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 4.	When a request is made for Technical Support it must be provided within a response time of four (4) hours. This includes web support, email and telephone support.			

5. At Appendix 1 – Mandatory Criteria, delete M11 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	

M 11.	The ETS must be web-based and support at least two of the following internet browsers:
	    a) Internet Explorer 11;
	    b) Microsoft Edge 38.14393.1066.0; and
	    c) Mozilla Firefox v45.			

6. At Appendix 1 – Mandatory Criteria, delete M14 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 14.	The ETS repository must perform 1500 users under load at the same time. Bidders must clearly indicate within their response that the threshold has been met. Evidence can include a previous project reference or a published product technical specification document.			

7. At Appendix 1 – Mandatory Criteria, delete M77 in its entirety.

8. At Appendix 1 – Mandatory Criteria, delete M79 in its entirety.

9. At Appendix 1 – Mandatory Criteria, delete M82 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 82.	The ETS advanced testing tools must design and simulate up to 2000 virtual users at the same time of GUI based applications including Java Swing running on Microsoft Windows.			

10. At Appendix 1 – Mandatory Criteria, delete M83 in its entirety and replace with:

Req. No.	Requirement Description	Compliant		Reference Location / Page #
		Yes	No	
M 83.	The ETS advanced testing tools must design and simulate up to 2000 virtual users at the same time of GUI based applications including Java Swing published using Citrix XenApp and RDP.			

11. At Annex A: Statement of Requirements, delete Requirement #1 in its entirety and replace with:

Req. No.	Requirement Description
1.	The ETS must be bundled with live support and maintenance services, and support must be available twenty-four hours, seven days a week, 365 days per year (24/7/365) via Internet, web support (i.e. unlimited access to Technical Support knowledgebase), email and telephone. Upon a request for support via e-mail and / or telephone, the support must be available in both English and French. Upon a request for support through documentation available via internet and /or web support, the support can be provided in either English or French or Bilingual (English / French).

12. At Annex A: Statement of Requirements, delete Requirement #2 in its entirety and replace with:

Req. No.	Requirement Description
2.	When a request is made for Technical Support it must be provided within a response time of four (4) hours. This includes web support, email and telephone support.

13. At Annex A: Statement of Requirements, delete Requirement #13 in its entirety and replace with:

Req. No.	Requirement Description
13.	The ETS must be web-based and support at least two of the following internet browsers: a) Internet Explorer 11 and higher; b) Microsoft Edge 38.14393.1066.0 and higher; and c) Mozilla Firefox v45 and higher.

14. At Annex A: Statement of Requirements, delete Requirement #16 in its entirety and replace with:

Req. No.	Requirement Description
16.	The ETS repository must perform 1500 users under load at the same time. Bidders must clearly indicate within their response that the threshold has been met. Evidence can include a previous project reference or a published product technical specification document.

15. At Annex A: Statement of Requirements, delete Requirement #79 in its entirety.

16. At Annex A: Statement of Requirements, delete Requirement #81 in its entirety.

17. At Annex A: Statement of Requirements, delete Requirement #84 in its entirety and replace with:

Req. No.	Requirement Description
84.	The ETS advanced testing tools must design and simulate up to 2000 virtual users at the same time of GUI based applications including Java Swing running on Microsoft Windows.

18. At Annex A: Statement of Requirements, delete Requirement #85 in its entirety and replace with:

Req. No.	Requirement Description
85.	The ETS advanced testing tools must design and simulate up to 2000 virtual users at the same time of GUI based applications including Java Swing published using Citrix XenApp and RDP.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED