



**RETURN BIDS TO:**

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**Bid Receiving - PWGSC / Réception des soumissions -  
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**11 Laurier St., / 11, rue Laurier**

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**or via ePost Connect**

**Gatineau**

**Québec**

**K1A 0S5**

**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

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Professional Services - TBIPS 2	
<b>Solicitation No. - N° de l'invitation</b> EP597-180057/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20180057	<b>Date</b> 2018-03-23
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-618-32294	
<b>File No. - N° de dossier</b> 618el.EP597-180057	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-04-09</b>	<b>Time Zone Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Laassouli(EL DIV.), Hicham	<b>Buyer Id - Id de l'acheteur</b> 618el
<b>Telephone No. - N° de téléphone</b> (613) 858-9817 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA SSI-DIRECTOR GENERAL'S OFFICE (DGO) KENT SQUARE BUILDING 2ND FL., 270 ALBERT ST. OTTAWA Ontario K1A 0S5 Canada	

**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 Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur</b>	
<b>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)</b>	
<b>Signature</b>	<b>Date</b>

**The Request for Proposal (RFP) Amendment 001 is raised to answer questions received from Bidders and amend the RFP accordingly.**

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## QUESTIONS AND ANSWERS

**Question: 1**

For multi work stream submissions, are Bidders required to submit multiple work streams in a single document or should Bidders submit each individual work stream separately and in accordance with the bid preparation instructions of Section 3.1 for either an epost Connect (a) or hard copy (b) submission.

**Answer: 1**

Yes, Bidders are requested to submit each individual work stream separately and in accordance with the bid preparation instructions of Section 3.1 for either an epost Connect submission or hard copy submission. See also RFP change no.1 below.

**Question: 2**

We would like to request a MS WORD version of the RFP for the Professional Services – TBIPS 2 requirement (Solicitation No. EP597-180057/A).

**Answer: 2**

As stated in the Notice of Proposed Procurement (NPP) for this Requirement, this solicitation document is available in PDF format only.

**Question: 3**

Corporate rated requirement R2 for Stream 3 (Case Management System Professional Services) states that the Bidder should demonstrate that it is a Microsoft Partner with Competency in CRM (Silver or Gold level). In order to become a Microsoft partner at those levels, companies must have a record of selling a certain volume of product licenses, which cannot be met by most organisations dealing with the Government of Canada, as those licenses are usually acquired directly with Microsoft (by the PSPC ePMO in most cases). We therefore respectfully request that corporate requirement R2 in Stream 3 be removed.

**Answer: 3**

The point-rated criteria associated with Workstream 3 is intended to assess the Bidder's corporate qualifications related to MS Dynamics; Microsoft Certification is one such measure. The request has been reviewed, the RFP remains unchanged.

**Question: 4**

Regarding the Corporate mandatory and rated requirements, please confirm that a parent company may use the project references and resources of a subsidiary in order to satisfy the requirements of the RFP.

**Answer: 4**

The Bidder definition remains unchanged as stated under section 04 of the 2003 (2017-04-27) *Standard Instructions - Goods or Services - Competitive Requirements*: "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

**Question: 5**

The financial evaluation is based on "Method 1" which helps to a certain degree to stop unrealistically low rates from being bid. However, with a -20% median being allowed and the fact that the majority of the roles in the streams are value-added roles, a 20% below median range puts one in the lowest quartile for consultant quality. In order to ensure that the Crown receives suitable qualified candidates without necessarily having to resort to full market cost, would the Crown consider reducing the lower side of the median range to -10%?

**Answer: 5**

The Financial Evaluation remains unchanged.

**Question: 6**

we respectfully request an extension by one (1) week to the due date to accommodate the level of effort required to provide a complete and concise response to the is RFP as well as to make up for the days lost due to the Easter long weekend.

**Answer: 6**

The closing date for this Solicitation remains unchanged at this time.

**Question: 7**

In Workstream 5 requirement R-1, each R-1 contract will be scored to a max of 100 points, but the scoring schema provided from R-1.1 to R-1.12 only adds up to 90 points/contract. For example, R-1.1 – R1.4 add up to 90 points, but the Total Max Points states 100. Please confirm each contract is worth 90 points.

**Answer: 7**

90 points confirmed. See RFP changes no.2 and 3 below.

**Question: 8**

In relation to the financial evaluation of the bid, can PSPC further elaborate on the how the scoring will be completed? Currently, the pricing schedule requires vendors to only fill out the per diem rate. Will the financial evaluation be based on the total per diem for all categories or will PSPC be providing the level of effort in days to be assigned to each category allowing to a total contract value to be evaluated?

**Answer: 8**

The Financial Evaluation will be conducted in compliance with section 4.3 Financial Evaluation. Refer to TABLE 2 - EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A (page 26) and TABLE 3 - EXAMPLE OF THE AVERAGE COMPARISON IN METHOD B (page 28) for more details.

## RFP AMENDMENT

1. At Part 3, section 3.1.(b)

**DELETE:** in its entirety

**INSERT:**

(b) If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

- (i) Section I: Technical Bid (4 hard copies **per Workstream**)
- (ii) Section II: Financial Bid (2 hard copies)
- (iii) Section III: Certifications (1 hard copy)

**Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.**

2. At Attachment 2: Bid Evaluation Criteria - Workstream 5, Financial Systems Professional Services

**DELETE:** 1. Evaluation Summary (Workstream 5) table

**INSERT:**

1. Evaluation Summary (Workstream 5)

Evaluation Summary (Workstream 5)				
No.	Mandatory Criteria	Compliant Yes/No		Bidder Response Tables to be completed (Cross-reference)
<b>M-1</b>	<b>Corporate Experience</b>			
	• Reference Contract #1			Appendix 1 to Attachment 2, Bidder Response Table (Corporate Reference Contracts, WS5), for each Contract
	• Reference Contract #2			
	• Reference Contract #3			
<b>M-2</b>	<b>Corporate Capability (Workstream 5)</b>			
	• Resource #1			Appendix 1 to Attachment 2, Bidder Response Table (Identified Resources, WS5) as applicable to each resource category
	• Resource #2			
	• Resource #3			
	• Resource #4			
	• Resource #5			
	• Resource #6			
	• Resource #7			
	• Resource #8			
No.	Point-Rated Criteria	Maximum Points	Sub-Total	
<b>R-1</b>	<b>Corporate Reference Contracts</b>		<b>300 270</b>	
	• Reference Contract #1	400 90		R-1 Corporate Reference Contracts, for each Contract
	• Reference Contract #2	400 90		
	• Reference Contract #3	400 90		
<b>R-2</b>	<b>SAP ECC Experience of Identified Resources</b>		<b>168</b>	
	• Resource #1	21		R-2 SAP ECC Experience of Identified Resources, for each Resource
	• Resource #2	21		
	• Resource #3	21		

Evaluation Summary (Workstream 5)				
	• Resource #4	21		
	• Resource #5	21		
	• Resource #6	21		
	• Resource #7	21		
	• Resource #8	21		
<b>R-3</b>	<b>Bench Strength (SAP ECC Experience)</b>		<b>288</b>	
	• Additional Resource #1	36		R-3 Bench Strength (SAP ECC) & applicable Appendix 1 to Attachment 2, Bidder Response Table (Identified Resources, WS5) for each resource
	• Additional Resource #2	36		
	• Additional Resource #3	36		
	• Additional Resource #4	36		
	• Additional Resource #5	36		
	• Additional Resource #6	36		
	• Additional Resource #7	36		
	• Additional Resource #8	36		
<b>Overall Maximum Points</b>			<del>756</del> <b>726</b>	
<b>Pass Mark</b> (50% of Overall Maximum Points)			<del>378</del> <b>363</b>	

3. At Attachment 2: Bid Evaluation Criteria - Workstream 5, Financial Systems Professional Services

**DELETE:** R-1 Corporate Reference Contracts table

**INSERT:**

R-1 Corporate Reference Contracts				
Item	Point-rated Criteria	Max. Points	Evaluation Criteria	Demonstrated Experience (Bidder to Insert Data)
<b>Reference Contract #1 - Client Organization Name / Project Title:</b>				
R-1.1	Version of SAP ECC	10	<ul style="list-style-type: none"> <li><b>10 points</b> – The work delivered by the Bidder under the contract was related to the implementation of SAP ECC version 6.0 (or more recent).</li> </ul>	
R-1.2	Application Integration	60	<p><b>Up to 60 points</b> – The work delivered by the Bidder under the contract included application integration of the SAP Financials system with any of the following external systems:</p> <ul style="list-style-type: none"> <li>SharePoint = <b>10 points</b></li> <li>Dynamics = <b>10 points</b></li> <li>Database systems = <b>10 points</b></li> <li>Portal systems = <b>10 points</b></li> <li>PeopleSoft (HCM or Payroll) = <b>20 points</b></li> </ul>	
R-1.3	Data Conversion	10	<ul style="list-style-type: none"> <li><b>10 points</b> – The work delivered by the Bidder under the contract included data conversion migration from a legacy SAP ECC or</li> </ul>	

<b>R-1 Corporate Reference Contracts</b>				
<b>Item</b>	<b>Point-rated Criteria</b>	<b>Max. Points</b>	<b>Evaluation Criteria</b>	<b>Demonstrated Experience</b> (Bidder to Insert Data)
			FreeBalance application to SAP S/4 HANA.	
<b>R-1.4</b>	Organizational Change Management (OCM)	<b>10</b>	<ul style="list-style-type: none"> <li><b>10 points</b> – The work delivered by the Bidder under the contract included OCM activities to support the successful implementation or upgrade of the SAP ECC solution.</li> </ul> <p><b>Note:</b> OCM activities include the development of business strategies and processes in support of transformation initiatives, and/or conducting change impact analysis and the development of an associated Change Management Plan</p>	
<b>Total Maximum Points Contract #1</b>		<b>100 90</b>		
<b>Reference Contract #2 - Client Organization Name / Project Title:</b>				
<b>R-1.5</b>	Version of SAP ECC	<b>10</b>	<ul style="list-style-type: none"> <li><b>10 points</b> – The work delivered by the Bidder under the contract was related to the implementation of SAP ECC version 6.0 (or more recent).</li> </ul>	
<b>R-1.6</b>	Application Integration	<b>60</b>	<p><b>Up to 60 points</b> – The work delivered by the Bidder under the contract included application integration of the 7SAP Financials system with any of the following external systems:</p> <ul style="list-style-type: none"> <li>SharePoint = <b>10 points</b></li> <li>Dynamics = <b>10 points</b></li> <li>Database systems = <b>10 points</b></li> <li>Portal systems = <b>10 points</b></li> <li>PeopleSoft (HCM or Payroll) = <b>20 points</b></li> </ul>	
<b>R-1.3</b>	Data Conversion	<b>10</b>	<ul style="list-style-type: none"> <li><b>10 points</b> – The work delivered by the Bidder under the contract included data conversion migration from a legacy SAP ECC or FreeBalance application to SAP S/4 HANA.</li> </ul>	
<b>R-1.8</b>	Organizational Change Management (OCM)	<b>10</b>	<ul style="list-style-type: none"> <li><b>10 points</b> – The work delivered by the Bidder under the contract included OCM activities to support the successful implementation or upgrade of the SAP ECC solution.</li> </ul> <p><b>Note:</b> OCM activities include the development of business strategies and processes in support of transformation initiatives, and/or conducting change impact analysis and the development of an associated Change Management Plan</p>	

R-1 Corporate Reference Contracts				
Item	Point-rated Criteria	Max. Points	Evaluation Criteria	Demonstrated Experience (Bidder to Insert Data)
<b>Total Maximum Points Contract #2</b>		<b>400 90</b>		
<b>Reference Contract #3 - Client Organization Name / Project Title:</b>				
R-1.9	Version of SAP ECC	10	<ul style="list-style-type: none"> <li>• <b>10 points</b> – The work delivered by the Bidder under the contract was related to the implementation of SAP ECC version 6.0 (or more recent).</li> </ul>	
R-1.10	Application Integration	60	<p><b>Up to 60 points</b> – The work delivered by the Bidder under the contract included application integration of the SAP Financials system with any of the following external systems:</p> <ul style="list-style-type: none"> <li>• SharePoint = <b>10 points</b></li> <li>• Dynamics = <b>10 points</b></li> <li>• Database systems = <b>10 points</b></li> <li>• Portal systems = <b>10 points</b></li> <li>• PeopleSoft (HCM or Payroll) = <b>20 points</b></li> </ul>	
R-1.11	Data Conversion	10	<ul style="list-style-type: none"> <li>• <b>10 points</b> – The work delivered by the Bidder under the contract included data conversion migration from a legacy SAP ECC or FreeBalance application to SAP S/4 HANA.</li> </ul>	
R-1.12	Organizational Change Management (OCM)	10	<ul style="list-style-type: none"> <li>• <b>10 points</b> – The work delivered by the Bidder under the contract included OCM activities to support the successful implementation or upgrade of the SAP ECC solution.</li> </ul> <p><b>Note:</b> OCM activities include the development of business strategies and processes in support of transformation initiatives, and/or conducting change impact analysis and the development of an associated Change Management Plan</p>	
<b>Total Maximum Points Contract #3</b>		<b>400 90</b>		
<b>Points Achieved</b>				

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**