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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

Title - Sujet Professional Services - TBIPS 2	
Solicitation No. - N° de l'invitation EP597-180057/A	Amendment No. - N° modif. 008
Client Reference No. - N° de référence du client 20180057	Date 2018-04-19
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-618-32294	
File No. - N° de dossier 618el.EP597-180057	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-05-03	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Laassouli(EL DIV.), Hicham	Buyer Id - Id de l'acheteur 618el
Telephone No. - N° de téléphone (613) 858-9817 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: 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

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

The Request for Proposal (RFP) Amendment 008 is raised to answer questions received from Bidders and amend the RFP accordingly.

QUESTIONS AND ANSWERS

Question 80: In most streams (such as 1 and 5), all resources (both mandatory and rated bench) must demonstrate 50% of the tasks assigned to their role under the SoW. In stream 3, only the Rated (Bench) resources are listed as having to do so. Do we need to provide the 50% of SoW tasks for the Rated Bench Strength resources only in Stream 3?

Answer 80: See answer #77 contained in RFP Amendment No. 7.

Question 81: Reference: Amendment 003, Q&A 9. While we appreciate the amendment to reduce the level of effort associated with having to demonstrate the “Minimum experience in the resource category”, there is still a substantial amount of work required. Though Bidders are no longer required to complete full grids, they must of course satisfy themselves that the resources have the experience, so that they may certify to that effect. This still requires a gridding of sorts for each resource. If a Bidder is pursuing multiple streams, this could potentially mean having to ascertain the experience of 16-24 or more resources.

Please confirm that Canada will grant a two (2) week extension to May 3, 2018 to allow Bidders the time required to confirm resources' experience, so that Bidder's don't unknowingly find themselves in default.

Answer 81: The closing date has been extended to May 3, 2018. **See RFP change no. 27 contained in RFP Amendment No. 7.**

Question 82: In RFP changes no. 13 & 14, the Crown provided additional certifications that are relevant to the technical resource requirements in the RFP. Please confirm that the following certifications will also be accepted, as they are relevant technical certifications that address the same or similar skills to those currently being accepted:

- SAP Certified Technology Associate – System Administration (Oracle DB) with SAP Netweaver 7.0
- SAP Certified Technology Associate: SAP Solution Manager 7.1
- SAP Certified Application Professional – Modeling and Data Management with SAP BW 7.3 & SAP BI 4.0

Answer 82: The requested certifications will be accepted. **See RFP changes no. 33 and 34 below.**

Question 83: Given the large volume of Solicitations currently undergoing competition, the magnitude of the workload and the detailed criteria required to respond to this Solicitation/Workstreams, we respectfully request an extension of the closing date to April 30, 2018. This will ensure a fair, transparent competition and allow the time required to prepare a fully compliant bid.

Answer 83: See answer #81 above.

Question 84: As today's Amendment #6 didn't provide an extension to the closing date, and due to the extensive number of client references associated with the streams of this solicitation and the time to coordinate with our clients, we request a three (3) week extension in order to provide us with the reasonable amount of time to not only obtain the necessary permissions, but to also prepare quality compliant submissions.

Answer 84: See answer #81 above.

Question 85: Appendix 1 to Attachment 2, Bidder Response Table (Identified Resources, WS5), Software/Application Architect ID 2-1.2 states: "The identified resource must have experience on a minimum of three projects developing technical architectures, frameworks and strategies for one of the following Financial System technologies to meet the business and application requirements...". To be considered, the resource should have worked on the project for a minimum of six months within the last five years.

As currently written, the requirement does not take into account the experience of a resource on a long standing project with experience in excess of 18 months and potentially excludes their most recent project experience. Given the Crown is requesting Bidders demonstrate a minimum of 18 months of experience in the last five years, we recommend that projects with a duration greater than six (6) months be assessed as equivalent to more than one (1) project based on extended duration.

For example, a project that was eighteen (18) months in length would be counted as the equivalent of three (3) projects, with no proration given for remainder periods of less than six (6) months.

Answer 85: The request has been reviewed, the requirement remains unchanged.

Question 86: In reference to M-1 Work stream #5 page 216, there is no mention of a requirement to provide resources for this criteria, which stands to reason since it is corporate contract capability that is being evaluated while the resourcing capability is a requirement in M-2 and further throughout the RFP. However, Bidders are required to respond using Appendix 1 to Attachment 2, Bidder Response Table (Corporate Reference Contracts, WS5) which has an additional requirement pertaining to resources: 4. Demonstrate that the referenced contract included the provision of resources, for a minimum period of six months, in each of the following resource categories: [...]

The majority of the response for this bid will be based on Corporate capability and Bench Strength. We respectfully request the Crown to remove number 4 from Appendix 1 to Attachment 2 as we feel it is not in line with the intent of the criteria which is to provide the Crown with Customer Reference Contracts, with a cumulative billed value of \$5,000,000.00 (Canadian, including taxes) within the last five years of the issuance date of this RFP, where the Bidder was contracted to deliver IM/IT professional services resources to support an SAP ERP Central Component (ECC) (version 6.0 or more recent) Financial System implementation or upgrade project.

Answer 86: The Table was corrected. [See RFP change 22 contained in RFP Amendment no. 7.](#)

Question 87: Section 4.3 Financial Evaluation for all Work streams: Points are being allocated by category where Level 3 resources have a higher point value than Level 2 Resources in most Work streams. This can encourage bidders to bid higher rates for Level 2 resources than Level 3 resources as they are looking to get closer to the low end of the median range to maximize rates. Based on this, we recommend that the crown add the following which was most recently changed in Solicitation B8926-170504/A.

Variation in Resource Rates By Level: Where the financial tables provided by Canada allow different firm rates to be charged for different levels of experience within the same resource category and time period, for any such resource category and time period:

- (i) the rate bid for level three must be the same or higher than that bid for level two, and
- (ii) the rate bid for level two must be the same or higher than the rate bid for level one.

Answer 87: The request has been reviewed, the requirement remains unchanged.

Question 88: While the RFP was amended to reduce the level of effort associated with preparation of the response in Amendment 003 there is still a significant amount of work required in the background to sign the certification and complete the remainder of the response, particularly for those Bidders proposing on multiple streams. As such, we respectfully request a two week extension to fully develop our response and capture all criterion.

Answer 88: The closing date has been extended to May 3, 2018. See RFP changes no. 27 and contained in RFP Amendment No. 7.

Question 89: Regarding Workstream 4 (GCDOCS Document Management Professional Services), we understand the Crown's requirement to ensure that the Bidder has appropriate experience in managing GCDOCS contracts, therefore requiring that the Bidder demonstrates this experience as the Prime vendor in mandatory requirement M-1. We also understand the Crown's requirement to assess the Bidder's ability to source and deliver consulting resources as per rated criteria R-3. In the case of rated requirement R-3, we do not believe that being the Prime vendor should be required to prove experience providing resources with expertise in OpenText Content Server. A sub-contractor to a Prime contractor who is responsible for recruiting and delivering the consulting resources (and having a direct contracting relationship with the consulting resources), demonstrates the ability to source and deliver the consultants required in R-3 (Bench Strength). Would the Crown accept to maintain the Prime vendor requirement for M-1, but in the case of R-3, allow for the Bidder to be a sub-contractor a Prime Vendor, as long as the Bidder can prove that it has a direct relationship with the consulting resources and that this bidder was responsible for sourcing them.

Answer 89: See answer #40 contained in RFP Amendment no. 5.

Question 90: Corporate Requirement M-1 is demonstrated using Appendix 1 to Attachment 2, Bidder Response Table (Corporate Reference Contracts, WS5). In item 4 of this table, a new element of the requirement is introduced requesting demonstration of the provision of resources in the identified categories. Please confirm that given the fact bidders are permitted to use non-government contracts to respond to M-1, Canada will accept resources in similar categories to these TBIPS specific titles. As is common practice, "similar" will be defined as performing a minimum of 50% of the tasks listed in the TBIPS description of the role.

Answer 90: The Table was corrected. See RFP change 22 contained in RFP Amendment no. 7.

Question 91: Workstream 5 - Resource Evaluation Criteria – Sr. Project Manager. R2-1 Certifications. Would the crown include PMP certification in the list for Project Manager?

Answer 91: Yes, PMP certification will be accepted for the Project Manager category only. See RFP changes no. 33 and 34 below.

Question 92: Regarding: Appendix 1 to Attachment 2, Bidder Response Table (Corporate Reference Contracts, WS5). Is substantiation required for the information that is entered into this table?

Answer 92: As stated in M-1, the Bidder must complete Appendix 1 to Attachment 2, Bidder Response Table for each referenced Contract to demonstrate compliance. Canada reserves the right to conduct reference checks to confirm information provided in the bid response.

Question 93: While we do appreciate that the level of effort has been reduced for the resources. There is still quite a bit of detail needed. Also, there are a few other big RFPs that are due around the same time. We are requesting an extension of 2 weeks to enable us to put together a quality response.

Answer 93: See answer #81 above.

Question 94: Rated requirement R-2 within Work stream 3 evaluates Microsoft Certified Partner certification at Gold or Silver status. Can you confirm that to achieve 100 points the Microsoft Certified Partner must be in CRM specifically? The requirement currently states that evidence of 'Gold level status' must be provided to achieve 100 points which may mean that a Bidder with a Gold level certification in a non-relevant technology may achieve full rated points so long as they have a CRM at Silver level. Would Canada agree to change this wording to indicate 'Gold level status in CRM' and 'Silver level status in CRM'?

Answer 94: Yes, as stated in the requirement; "The Bidder should demonstrate that is a Microsoft Partner with Competency in CRM (Silver or Gold Level)."

Question 95: It is noted that there are variances to the N0000C - ITAC LOL under Section 7.18 Limitation of Liability – First Party Liability (b)(iii)

- Each of the Parties is liable for any (Per N0000C - ITAC LOL it should be "its" instead of "any") direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any (Per N0000C - ITAC LOL it should be "its" instead of "any") unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

Per the Contracting Authority for TBIPS SA/SO, it was confirmed that the web content and published document would reflect the standard ITAC language to ensure consistency. Would the Crown please update the language to that of the standard N0000C - ITAC LOL?

Answer 95: The RFP has been revised. Refer to RFP change no. 35 below.

Question 96: In Workstream 3, Requirement R-5.3 (Bench Strength Resource Grid) asks the bidder to demonstrate that the proposed resource conducted at least 50% of SOW tasks relevant to their resource category, while R-4.2 (Dynamics Experience of Identified Resources grid) does not require this level of

detail. Can the crown please confirm that this inconsistency is an error and that we do not need to demonstrate 50% of SOW tasks for R-5.3, since we are already certifying that the resource has the experience level required in this category in the first requirement of each Resource Grid, and since this would go against the crown's previous amendments aiming to reduce the unusual level of effort associated with demonstrating bench strength?

Answer 96: R-4.2 is correct. R-5.2 has been corrected to remove the reference demonstration of 50% of tasks. **Refer to RFP change no. 36 below.**

Question 97: In Workstream 3, Requirement R-4.2 (Dynamics Experience of Identified Resources grid) requires that the resource must have worked on projects for a minimum of six months within the last five years while the same Integration Experience requirement for Bench Strength resources (R-5.3) does not include this limit. Can the crown please confirm that this is an error, and remove the five-year limit from R4.2?

Answer 97: R-4.2 is correct. R-5.2 has been corrected to include the requirement that projects were completed with the last five years. **Refer to RFP change no. 36 below.**

RFP AMENDMENT

33. At Attachment 2 Bid Evaluation Criteria, Workstream 5 Financial Systems Professional Services, R-2
SAP ECC Experience of Identified Resources

DELETE:

R-2.1	<p>Certification</p> <p>The identified resource holds one of the following SAP technical certifications:</p> <ul style="list-style-type: none"> • SAP NetWeaver – SAP Security Certified Technology Consultant • SAP FI Academy Certification • SAP Material Management (MM) Certification • SAP Financial Accounting (FI) Certification • SAP Project Systems (PS) Certification • SAP Controlling (CO) Certification • SAP Funds Management (FM) Certification • SAP Human Resources (HR) Certification • SAP NetWeaver Business Warehouse • SAP NetWeaver Business Intelligence • SAP NetWeaver Portal • SAP NetWeaver ABAP • SAP Business Objects • SAP BASIS • SAP Certified Business Warehouse Consultant BW 3.5 • SAP Business Warehouse (BW/BI) Solution Consultant • SAP Certified Development Associate – ABAP with SAP NetWeaver 7.0 • SAP Certified Development Associate – Business Intelligence with SAP NetWeaver 7.0 • SAP NetWeaver 2004s – Exchange Infrastructure & Integration • SAP Certified Application Associate – Business Intelligence (BI) with SAP NetWeaver 7.0 • SAP Certified Solution Consultant SAP NetWeaver 2004s – Business Intelligence 7.0 • SAP Certified Development Associate – ABAP NetWeaver 7.31 • SAP Sales and Distribution (SD) Certification • SAP Certified Application Consultant ABAP/4 Workbench • SAP Certified Technology Consultant in SAP Security • SAP Certified Technology Associate -Authorization and Auditing Certification • SAP Certified Professional NetWeaver 7 • SAP Certified Technology Associate - Authorization & Auditing for SAP NetWeaver 7.31
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INSERT:

R-2.1	<p>Certification</p> <p>The identified resource holds one of the following SAP technical certifications:</p> <ul style="list-style-type: none"> • SAP NetWeaver – SAP Security Certified Technology Consultant • SAP FI Academy Certification
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	<ul style="list-style-type: none"> • SAP Material Management (MM) Certification • SAP Financial Accounting (FI) Certification • SAP Project Systems (PS) Certification • SAP Controlling (CO) Certification • SAP Funds Management (FM) Certification • SAP Human Resources (HR) Certification • SAP NetWeaver Business Warehouse • SAP NetWeaver Business Intelligence • SAP NetWeaver Portal • SAP NetWeaver ABAP • SAP Business Objects • SAP BASIS • SAP Certified Business Warehouse Consultant BW 3.5 • SAP Business Warehouse (BW/BI) Solution Consultant • SAP Certified Development Associate – ABAP with SAP NetWeaver 7.0 • SAP Certified Development Associate – Business Intelligence with SAP NetWeaver 7.0 • SAP NetWeaver 2004s – Exchange Infrastructure & Integration • SAP Certified Application Associate – Business Intelligence (BI) with SAP NetWeaver 7.0 • SAP Certified Solution Consultant SAP NetWeaver 2004s – Business Intelligence 7.0 • SAP Certified Development Associate – ABAP NetWeaver 7.31 • SAP Sales and Distribution (SD) Certification • SAP Certified Application Consultant ABAP/4 Workbench • SAP Certified Technology Consultant in SAP Security • SAP Certified Technology Associate -Authorization and Auditing Certification • SAP Certified Professional NetWeaver 7 • SAP Certified Technology Associate - Authorization & Auditing for SAP NetWeaver 7.31 • <u>SAP Certified Technology Associate – System Administration (Oracle DB) with SAP Netweaver 7.0</u> • <u>SAP Certified Technology Associate: SAP Solution Manager 7.1</u> • <u>SAP Certified Application Professional – Modeling and Data Management with SAP BW 7.3 & SAP BI 4.0</u> • <u>Project Management Institute (PMI) Project Management Professional (PMP) – applies to Resource Category Project Manager (Level 3) Financial ERP) only</u>
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34. At Attachment 2 Bid Evaluation Criteria, Workstream 5 Financial Systems Professional Services, R-3 Bench Strength (SAP Financial Systems)

DELETE:

R-3.2	<p>Certification</p> <p>The identified resource holds one of the following SAP technical certifications:</p> <ul style="list-style-type: none"> • SAP NetWeaver – SAP Security Certified Technology Consultant • SAP FI Academy Certification
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	<ul style="list-style-type: none"> • SAP Material Management (MM) Certification • SAP Financial Accounting (FI) Certification • SAP Project Systems (PS) Certification • SAP Controlling (CO) Certification • SAP Funds Management (FM) Certification • SAP Human Resources (HR) Certification • SAP NetWeaver Business Warehouse • SAP NetWeaver Business Intelligence • SAP NetWeaver Portal • SAP NetWeaver ABAP • SAP Business Objects • SAP BASIS • SAP Certified Business Warehouse Consultant BW 3.5 • SAP Business Warehouse (BW/BI) Solution Consultant • SAP Certified Development Associate – ABAP with SAP NetWeaver 7.0 • SAP Certified Development Associate – Business Intelligence with SAP NetWeaver 7.0 • SAP NetWeaver 2004s – Exchange Infrastructure & Integration • SAP Certified Application Associate – Business Intelligence (BI) with SAP NetWeaver 7.0 • SAP Certified Solution Consultant SAP NetWeaver 2004s – Business Intelligence 7.0 • SAP Certified Development Associate – ABAP NetWeaver 7.31 • SAP Sales and Distribution (SD) Certification • SAP Certified Application Consultant ABAP/4 Workbench • SAP Certified Technology Consultant in SAP Security • SAP Certified Technology Associate -Authorization and Auditing Certification • SAP Certified Professional NetWeaver 7 • SAP Certified Technology Associate - Authorization & Auditing for SAP NetWeaver 7.31
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INSERT:

R-3.2	<p>Certification</p> <p>The identified resource holds one of the following SAP technical certifications:</p> <ul style="list-style-type: none"> • SAP NetWeaver – SAP Security Certified Technology Consultant • SAP FI Academy Certification • SAP Material Management (MM) Certification • SAP Financial Accounting (FI) Certification • SAP Project Systems (PS) Certification • SAP Controlling (CO) Certification • SAP Funds Management (FM) Certification • SAP Human Resources (HR) Certification • SAP NetWeaver Business Warehouse • SAP NetWeaver Business Intelligence • SAP NetWeaver Portal • SAP NetWeaver ABAP • SAP Business Objects
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	<ul style="list-style-type: none"> • SAP BASIS • SAP Certified Business Warehouse Consultant BW 3.5 • SAP Business Warehouse (BW/BI) Solution Consultant • SAP Certified Development Associate – ABAP with SAP NetWeaver 7.0 • SAP Certified Development Associate – Business Intelligence with SAP NetWeaver 7.0 • SAP NetWeaver 2004s – Exchange Infrastructure & Integration • SAP Certified Application Associate – Business Intelligence (BI) with SAP NetWeaver 7.0 • SAP Certified Solution Consultant SAP NetWeaver 2004s – Business Intelligence 7.0 • SAP Certified Development Associate – ABAP NetWeaver 7.31 • SAP Sales and Distribution (SD) Certification • SAP Certified Application Consultant ABAP/4 Workbench • SAP Certified Technology Consultant in SAP Security • SAP Certified Technology Associate -Authorization and Auditing Certification • SAP Certified Professional NetWeaver 7 • SAP Certified Technology Associate - Authorization & Auditing for SAP NetWeaver 7.31 • <u>SAP Certified Technology Associate – System Administration (Oracle DB) with SAP Netweaver 7.0</u> • <u>SAP Certified Technology Associate: SAP Solution Manager 7.1</u> • <u>SAP Certified Application Professional – Modeling and Data Management with SAP BW 7.3 & SAP BI 4.0</u> • <u>Project Management Institute (PMI) Project Management Professional (PMP) – applies to Resource Category Project Manager (Level 3) Financial ERP) only</u>
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35. At Part 7 – section 7.18 Limitation of Liability - Information Management/Information Technology

DELETE: section 7.18.(b).(iii)

INSERT: (iii) Each of the Parties is liable for all direct damages resulting from ~~any~~ **its** breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of ~~any~~ **its** unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

36. At Attachment 2 Bid Evaluation Criteria, Workstream 3 Case Management Professional Services, R-5 Bench Strength

DELETE:

R-5.3	Integration Experience The identified resource has experience integrating Dynamics with other systems as follows: a) SharePoint b) SAP	15	Up to 15 points as follows: • 5 points – For each system integration demonstrated	The Bidder should demonstrate that the identified resource conducted at least 50% of the tasks associated with the relevant
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	<p>c) Database systems d) Portal systems e) OpenText Content Server</p> <p>To be considered, the resource must have worked on the project for a minimum of six months.</p> <p>Note: Separate projects may be provided to demonstrate experience with integrating each type of system.</p>		(to a maximum of 3)	resource category (as set out in SOW section 3).
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INSERT:

R-5.3	<p>Integration Experience</p> <p>The identified resource has experience integrating Dynamics with other systems as follows:</p> <p>a) SharePoint b) SAP c) Database systems d) Portal systems e) OpenText Content Server</p> <p>To be considered, the resource must have worked on the project for a minimum of six months <u>within the last five years</u>.</p> <p>Note: Separate projects may be provided to demonstrate experience with integrating each type of system.</p>	15	<p>Up to 15 points as follows:</p> <ul style="list-style-type: none"> • 5 points – For each system integration demonstrated (to a maximum of 3) 	<p>The Bidder should demonstrate that the identified resource conducted at least 50% of the tasks associated with the relevant resource category (as set out in SOW section 3).</p>
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.