RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St., / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
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.

Title - Sujet	
Professional Services - TBIPS 2	

Solicitation No. - N° de l'invitation	**Amendment No. - N° modif.**
EP597-180057/A	009

Client Reference No. - N° de référence du client	**Date**
20180057	2018-04-20

GETS Reference No. - N° de référence de SEAG
PW-$$EL-618-32294

File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
618el.EP597-180057	

Solicitation Closes - L'invitation prend fin		**Time Zone** **Fuseau horaire**
at - à	**02:00 PM**	Eastern Daylight Saving Time EDT
on - le	**2018-05-03**	

F.O.B. - F.A.B.

Plant-Usine: ☐   Destination: ☑   Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Laassouli(EL DIV.), Hicham	618el

Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(613) 858-9817 ( )	( ) -

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

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

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

Issuing Office - Bureau de distribution

Informatics Professional Services - EL Division/Services professionnels en informatique - division EL
Terrasses de la Chaudière 4th Floo
10 Wellington Street
Gatineau
Québec
K1A 0S5

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**

Canada

The Request for Proposal (RFP) Amendment 009 is raised to answer questions received from Bidders and amend the RFP accordingly.

QUESTIONS AND ANSWERS

Question 98: Amendment 006 – Question/Answer 45 and Change 17 modified the PeopleSoft version in Work stream 2 to include version 8.9 or more recent and reduce the years of experience related to PeopleSoft HCM solution (version 9.1 or more recent) to two years in the last seven years on the basis that My GCHR was launched in 2013 and many Departments are only now implementing or upgrading to version 9.1.

We respectfully request that the same changes be applied to Appendix 1 to Attachment 2 of Work stream 1 (Identified Resources, WS1) for the following criteria: 2-1.2, 2-2.2, 2-3.2 and 2-5.2

For example, each criteria would be amended as follows:

The identified resource must have a minimum of five years of experience, within the seven years preceding the issuance date of this RFP, ……..(version 8.9 or more recent) of which at least two years of experience is related to PeopleSoft HCM (version 9.1 or more recent).

Answer 98: The evaluation criteria is intended to foster competition while mitigating risks associated with PSPC's anticipated future requirements for technical resources with extensive experience with PeopleSoft HCM 9.1 and more recent. The request has been reviewed, the requirement remains unchanged.

Question 99: With regard to Appendix 1 to Attachment 2, Bidder Response Table (Identified Resources, WS1), ERP Technical Analyst (Level 3), of the eight tasks listed in criteria 2-2.1 (b), three of them are identified in TBIPS as tasks associated with a Data Conversion Specialist and not an ERP Technical Analyst. We respectfully request that the following tasks be removed from the ERP Technical Analyst criteria as they are a function of a Data Conversion Specialist and already appear as 3 of the 4 tasks identified for the Data Conversion Specialist in criteria 2-5.1 (b) on page 117 of the RFP:

6) Analyze and coordinate data file conversions

7) Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data; and

8) Import files from heterogeneous platforms

Answer 99: The list of tasks has been corrected. See RFP changes 37 and 38 below.

Question 100: Even with reduction in level of effort associated with the demonstration of "Minimum experience in the resources category" there is still a significant amount of work required to respond to even a single workstream. The effort is simply multiplied if bidders are interested in competing for multiple workstreams. The current due date of April 19th is unrealistic considering the level of effort required to respond Without an extension Canada will very likely be losing out on multiple bidders. We request a 3 week extension.

Answer 100: The closing date has been extended to May 3, 2018. See RFP change no. 27 contained in RFP Amendment No. 7.

Question 101: Workstream 5 Financial Systems Professional Services - regarding R-1.2 Application Integration, the requirement awards up to 60 points for integration with SharePoint, Dynamics, Database systems, Portal Systems and Peoplesoft (HCM or Payroll). This is a very specific list of technologies and results in very relevant and valuable corporate experience scoring very low. As an example, we are currently involved in a Canadian, public sector, S4/Hana implementation where we are providing well over 100 SAP resources, this project would score 20 out of 60 points based on the current evaluation criteria. Furthermore, upon contract award, successful bidders will be requested to provide resources that meet the resource specific evaluation criteria. As a result, the bidders corporate experience integrating with the very specific list of products listed in this requirement will not be relevant at that time.

Would the crown consider awarding points for project references that integrate with the general technologies listed below.

- Enterprise Document/Content management systems (10 points);
- Enterprise CRM's (10 points);
- Data base systems (10 points);
- Portal systems (10 points); and
- Enterprise HR or Payroll systems (20 points)

Answer 101: The request has been reviewed, the requirement remains unchanged.

Question 102: Workstream 5 Financial Systems Professional Services - Regarding Question and Answer 19 from Amendment #3. Migrating data from a legacy, custom developed financial system is far more complex than migrating data to S4/Hana from SAP ECC or Freebalance. Vendor experience doing this kind of complex migration, data conversion would be of value to the crown. Would the crown reconsider allowing experience migrating from any legacy financial system as opposed to limiting it to legacy SAP ECC or Freeblance.

Answer 102: The criterion reflects PSPC's specific requirements. The request has been reviewed, the requirement remains unchanged.

Question 103: R-1.2 awards points for integration of the SAP Financials system with PeopleSoft (HCM or Payroll). Many organizations rely on HCM and payroll solutions from organizations other than PeopleSoft, including solutions provided from third-party organizations. The work to integrate these systems with SAP Financials is no different from a functional perspective. Please confirm that Bidders will be awarded points for integration with any HCM or Payroll solution.

Answer 103: The criterion reflects PSPC's specific requirements. The request has been reviewed; other HR or Payroll ERP systems will not be accepted as equivalent to PeopleSoft, the requirement remains unchanged.

Question 104: R-1.3 awards points for data conversion migration from a legacy SAP ECC or FreeBalance application to SAP S/4 HANA. Some organizations new to SAP solutions are moving straight to S/4 HANA, and though the data conversion required in this instance is not from legacy SAP, there is still significant data conversion required in order to set up the Financial master data in the new

S/4 HANA system. In addition to this, some Bidders may be providing up to two references in M-1 that are not Government of Canada or even public sector, meaning that these clients don't use Freebalance. For these reasons, please confirm that Bidders will be awarded points for data conversion from any legacy financial management system to S/4 HANA.

Answer 104: The criterion reflects PSPC's specific requirements. The request has been reviewed; other legacy financial management systems will not be accepted as equivalent to SAP ECC or FreeBalance, the requirement remains unchanged.

Question 105: Reference: Amendment 003, Q&A 9. This amendment reduced the level of effort associated with having to demonstrate the "Minimum experience in the resource category", but there is still a substantial amount of work required for certain rated requirements, namely:

Workstream 5 SAP ECC Experience of Identified Resources. Requirement R-2.1 awards points for "Evidence of valid certification provided". Yet, in the "Demonstrated experience column" it also says " Substantiation of demonstrated experience must be included in the table, resumes are not required. The Bidder must substantiate all claims of experience by providing a description of the identified resource's role including context or other pertinent information which corroborates the information provided (e.g. deliverable provided, tools used, method utilized, outcome achieved, etc.) otherwise the experience will not be considered." Please confirm that provision of a copy of a certificate or other evidence of certification is sufficient substantiation here.

Answer 105: Yes, a copy of the applicable certificate or other evidence of certification must be included in the bid for points to be awarded. For clarity, the RFP has been amended. See RFP changes no. 39 -41 below.

Question 106: Workstream 5 SAP ECC Experience of Identified Resources

Requirement R-2.2 awards points for Depth of Experience with various SAP modules. It also refers to the Bidder Response Table for experience " performing the tasks associated with the resource category as detailed in Appendix 1 to Attachment 2, Bidder Response Table, Minimum experience in the resource category criteria 2-x.1 (as applicable to the resource category).

The reference back to the Response Table is confusing, and we are left wondering if the Certification introduced in Amendment 003 applies to R-2.2 as well.

In the Evaluation Criteria column, the requirement continues "Note: The Bidder should demonstrate that the identified resource conducted at least 50% of the tasks associated with the resource category (as set out in SOW section 3). Separate projects may be provided to demonstrate experience with different modules." The addition of this text means that full gridding is required for a maximum of 8 modules to demonstrate 50% of the tasks associated with the role.

Please confirm that our assumption is correct, and that "Certification" applies to R-2.2 as well.

Answer 106: No, Bidder Certification does not apply to R-2.2. To clarify, RFP changes 4 and 5 (contained in RFP Amendment 3) allows the Bidder to certify that the identified resource meets "Minimum experience in the resource category" (only) as stipulated in the Appendix 1 to Attachment 2, Bidder Response Table (Identified Resources, WS 1 to WS5, as applicable)

Question 107: Currently there are a number of outstanding questions/answers that is preventing us from further developing our response. We are respectfully requesting that PSPC extend the closing date to

May 17, 2018 to allow Bidders sufficient time to incorporate any final changes from the outstanding Q&As and continue developing their proposals.

Answer 107: The closing date has been extended to May 3, 2018. See RFP change no. 27 contained in RFP Amendment No. 7. All outstanding Qs&As, which were received by April 17, 2018, are included in this RFP Amendment 9.

Question 108: R-2.2 Depth of Experience with SAP ECC. The identified resource has experience performing the tasks associated with the resource category as detailed in Appendix 1 to Attachment 2, Bidder Response Table, Minimum experience in the resource category criteria 2-x.1 (as applicable to the resource category) to support specific modules of the SAP ECC suite (version 6.0 or more recent):

Please confirm that for level 3/senior categories that we must show in the grid, 10 years' experience with 50% of the tasks associated with the category.

Answer 108: Yes, your understanding is correct.

Question 109: On page 264 Software integration (integrating) is defined as: Software integration means that the products work as one solution. Instead of passing information between the two systems over a bridge, the systems share the same code and database.

R1 – Corporate reference contracts ask for:

R-1.2 Application Integration – The work delivered by the Bidder under the contract included application integration of the SAP Financials system with any of the following external systems: x SharePoint = 10 points x Dynamics = 10 points x Database systems = 10 points x Portal systems = 10 points x PeopleSoft (HCM or Payroll) = 20 points

As far as we can tell, the Federal government's SAP instance is not integrated with any of these systems. Can you please clarify.

Answer 109: The definition on page 32 of 455 relates to Substantiation of Professional Services Rates and does not to relate to the Bid Evaluation Criteria. The Bid Evaluation Criteria reflects PSPC's anticipated requirements and remain unchanged.

Question 110: Workstream 5 SAP. Functional Analyst Requirement 2-2.2: The requirement asks for a minimum of five years of experience, within the seven years preceding the issuance date of this RFP. Please confirm that Canada will accept a minimum of five years of experience, within the ten years preceding the issuance date of this RFP

Answer 110: The request has been reviewed, the requirement remains unchanged.

Question 111: Rated Requirement R-2.2 Depth of Experience with SAP ECC: The requirement reads that the resource must have worked on the project for a minimum of six months within the last five years. Please confirm that Canada will accept a minimum of 3 months within the last five years.

Answer 111: The request has been reviewed, the requirement remains unchanged.

Question 112: Technical Analyst Requirement 2-3.2: The requirement asks that the resource have experience a minimum of the four environments listed. Please confirm that Canada will accept experience in two of the four environments noted.

Answer 112: The request has been reviewed, the requirement remains unchanged.

Question 113: Would PSPC please consider providing an extension of at least 1 until May 11th 2018 as bidders are still awaiting clarity on questions responses which will then need to be incorporated into a vendors RFP response for multiple Streams being evaluated and responses drafted; each of which has significant complexities to account for and demonstrate.

Answer 113: See answer #100 above.

RFP AMENDMENT

37. At Annex A, Statement of Work, 3.1.3 ERP Technical Analyst (Intermediate/Senior)

    DELETE:

    a) Plan and provide recommendations to management regarding system landscape architectures including upgrade strategies;
    b) Translate functional and business requirements into technical requirements;
    c) Develop and/or manage technical aspects of application software, user interfaces, and third-party components;
    d) Conduct, assist with, and/or manage unit and system tests;
    e) Establish technical standards for the technical framework;
    f) Analyze and coordinate data file conversions;
    g) Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data; and
    h) Import files from heterogeneous platforms.

    INSERT:

    a) Provide guidance and advice to the Technical Analyst team;
    b) Install PeopleSoft related software products (e.g. Weblogic, Tuxedo, PeopleTools, Cobol, Crystal, etc.) on Windows, Linux or Unix platforms;
    c) Troubleshoot and tune PeopleSoft performance issue(s);
    d) Work closely with Database Administrators and Infrastructure Architects to investigate and resolve PeopleSoft HCM process failure, crash or poor system response issue ;
    e) Manage the PeopleSoft HCM environment as it relates to web servers, application server, reporting and process scheduler environments which includes PeopleSoft tools Application Designer, data Mover, SQR, SQL, Cobol;
    f) Set up and manage PeopleSoft instances (PIA) including start up, shutdown and refreshes; and maintain PeopleSoft instances in conjunction with Database Administrators; and
    g) Apply PeopleSoft patches, bundles and fixes.

38. At Attachment 2 Bid Evaluation Criteria, Workstream 1 PeopleSoft ERP Systems Technical

    Professional Services, Appendix 1 to Attachment 2, Bidder Response Table (identified Resources,

    WS1) , ERP Technical Analyst (Level 3) (PeopleSoft)

    DELETE:

Attachment 2-2.1	b) that within that timeframe of experience, the resource has experience performing each of the eight tasks listed below for a minimum of six cumulative months of experience per task: 1) Develop requirements, feasibility, cost, design, and specification documents for ERP systems; 2) Implement ERP systems to support projects, departments, organizations or businesses; 3) Translate ERP business requirements into systems design and specifications; 4) Analyze and recommend alternatives and options for solutions; 5) Develop technical specifications for ERP systems development, design and implementation;

	6) Research, analyze and document user requirements, map interdependencies, and produce the required functional specifications and/or process re-engineering recommendations; 7) Provide functional and technical expertise on applications; and 8) Review Functional and Technical Design Documents to ensure that there is alignment across the application(s).

INSERT:

Attachment 2-2.1	b) that within that timeframe of experience, the resource has experience performing each of the seven ~~eight~~ tasks listed below for a minimum of six cumulative months of experience per task: 1) Provide guidance and advice to the Technical Analyst team; 2) Install PeopleSoft related software products (e.g. Weblogic, Tuxedo, PeopleTools, Cobol, Crystal, etc.) on Windows, Linux or Unix platforms; 3) Troubleshoot and tune PeopleSoft performance issue(s); 4) Work closely with Database Administrators and Infrastructure Architects to investigate and resolve PeopleSoft HCM process failure, crash or poor system response issue ; 5) Manage the PeopleSoft HCM environment as it relates to web servers, application server, reporting and process scheduler environments which includes PeopleSoft tools Application Designer, data Mover, SQR, SQL, Cobol; 6) Set up and manage PeopleSoft instances (PIA) including start up, shutdown and refreshes; and maintain PeopleSoft instances in conjunction with Database Administrators; and 7) Apply PeopleSoft patches, bundles and fixes.

39. At Attachment 2 Bid Evaluation Criteria, Workstream 3 Case Management Professional Services, R-4

    Dynamics Experience of Identified Resources, criterion R-4.1 Certification

    DELETE:

    Substantiation of demonstrated experience must be included in the table, resumes are not required. The Bidder must substantiate all claims of experience by providing a description of the identified resource's role including context or other pertinent information which corroborates the information provided (e.g. deliverable provided, tools used, method utilized, outcome achieved, etc.) otherwise the experience will not be considered.

    INSERT:

Evidence of certification should be contained in the Bid.

40. At Attachment 2 Bid Evaluation Criteria, Workstream 4 GCDOCS Management Professional
    Services, R-2 OpenText Content Server Experience of Identified Resources, criterion R-2.1
    Certification

    DELETE:

    Substantiation of demonstrated experience must be included in the table, resumes are not required.
    The Bidder must substantiate all claims of experience by providing a description of the identified
    resource's role including context or other pertinent information which corroborates the information
    provided (e.g. deliverable provided, tools used, method utilized, outcome achieved, etc.) otherwise
    the experience will not be considered.

    INSERT:

    Evidence of certification should be contained in the Bid.

41. At Attachment 2 Bid Evaluation Criteria, Workstream 1 Financial Systems Professional Services, R-2
    SAP ECC Experience of Identified Resources, criterion R-2.1 Certification

    DELETE:

    Substantiation of demonstrated experience must be included in the table, resumes are not required.
    The Bidder must substantiate all claims of experience by providing a description of the identified
    resource's role including context or other pertinent information which corroborates the information
    provided (e.g. deliverable provided, tools used, method utilized, outcome achieved, etc.) otherwise
    the experience will not be considered.

    INSERT:

    Evidence of certification should be contained in the Bid.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.