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Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St., / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

This document contains a security requirement.

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 IT Professional Services Omnibus	
Solicitation No. - N° de l'invitation 47419-252068/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 1000342068	Date 2018-10-09
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-640-33813	
File No. - N° de dossier 640el.47419-252068	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-10-24	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes	
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Pui, Ivy	Buyer Id - Id de l'acheteur 640el
Telephone No. - N° de téléphone (613) 858-9873 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

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 purpose of Amendment number 002 is to:

- clarify the answer for Question 4 in Amendment 001;
- answer Bidders' questions;
- extend the Solicitation Closing date; and
- amend the Request for Proposal (RFP).

QUESTIONS AND ANSWERS

Question 4

Please confirm that a resource who meets the minimum experience level and tasks of the category would be acceptable.

Answer 4 (Modified)

This answer is to clarify M.2 – Corporate Capability of Mandatory Corporate Requirements.

Each resource category must meet the level of experience as defined in the Government of Canada TBIPS Supply Arrangement (see below). Additionally, in the reference contract #, each resource category must have performed at least 50% of the tasks identified in the Statement of Work *.

Experience Levels

- Level 1: < 5 years of experience
- Level 2: 5- < 10 years of experience
- Level 3: 10+ years of experience

*Note that bidders are not required to provide substantiation of the tasks performed under the reference contract #.

Question 6

Please refer to page 114 of the RFP, Corporate Mandatory Requirement, M.2 which states that "the bidder must demonstrate its experience in supplying all of the resource categories indicated in the table below." We posit that having bidder provide resources from contracts with a minimum period of six months in the last three years for all nine categories is very restricting and will limit the amount of bidders who can respond to this RFP. Would the Crown accept bidders that demonstrate experience in seven of the nine resource categories?

Answer 6

Canada has reviewed the request, however the requirement to demonstrate the bidder's experience in supplying all of the resource categories remains unchanged.

Refer to Question 9 regarding an amendment to the M.2 Corporate Capability requirement.

Question 7

Please refer to

- page 118 of the RFP, Application/Software Architect (ERP SAP ABAP) – Level 3, MT4;
- page 122 of the RFP, Application/Software Architect (SAP BASIS) – Level 3, MT6;
- page 124 of the RFP, Application/Software Architect (SAP BASIS) – Level 3, RT6; and
- page 125 of the RFP, Programmer/Software Developer (SAP ABAP) – Level 2, MT4.

The previous RFP did not require candidates to have certifications, or have certifications listed on the noted website. The Bidder respectfully requests that the Crown remove "current and valid*" and "**The certification must be listed on the SAP web site as Available or Retired within 'Grace Period' at <https://training.sap.com/certifications/validity>" to ensure a fair and equitable bidding process.

Answer 7

Canada has reviewed the request, however the requirement remains unchanged.

Question 8

M1 – Corporate Experience - \$7M Revenues

Would CBSA please allow more than two contracts to satisfy M1 as long as each of the contracts is greater than \$2,000,000 (TBIPS Tier 2 threshold) before taxes? This would demonstrate the ability to meet the \$7,000,000 revenue threshold required by CBSA in a manner that is consistent with how the Government of Canada buys SAP services.

Answer 8

The word "two" is replaced with "a maximum of three". See amendment below.

The bidder must provide **a maximum of three** corporate reference contracts with a cumulative billed value of \$7,000,000.00 or more (Canadian including applicable taxes) for services rendered within the last 5 years from the original bid closing date of this RFP, where the bidder was contracted to provide information technology resources responsible for the analysis and design, development, configuration, integration, implementation and ongoing operational support of large-scale** SAP applications. A summary of the scope, resource categories provided and key responsibilities under each contract must be provided.

Note: no more than **three** corporate reference contracts must be provided. If more than **three** contracts are provided, only the first **three** will be evaluated.

Note: To demonstrate compliance with this criterion, the bidder must submit the following for each corporate reference contract(s):

1. A Bidder Response Table in Appendix A to Attachment 4.1; and
2. A letter signed by the client, not by the bidder, to certify the information provided in the Bidder's Response Table is accurate.

Definitions

*Billed value is defined as:

- The amount that was invoiced for services provided/rendered as part of the contract(s).

**Large scale is defined as:

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- Scope spans two or more functional areas and locations (Headquarters, regions, points of entry, program areas, branches/directorates/divisions, etc.)
- Serving 300 concurrent users or more at any given time.

Question 9

M2 - Corporate Capability - Supplying Resource Categories

We are requesting that CBSA not limit the number of contracts that can be used to demonstrate supplying resources. By restricting the number of contracts Bidders who have good bench strength but do business under many contracts (like TBIPS or Master Agreements) are disadvantaged.

Answer 9

The words “**Using a maximum of 3 contracts**” are deleted. See amendment below.

Corporate Capability:

The bidder must demonstrate its experience in supplying all of the resource categories indicated in the table below. Each of the identified resources must have worked on at least one reference contract for a minimum period of six consecutive months within three years from the original bid closing date of this RFP.

Note: To demonstrate compliance with this criterion, the bidder must complete the Bidder Response Table in Appendix B to Attachment 4.1.

Question 10

The RFP indicates that the Programmer Analyst role is TBIPS category A.6. Given this is for SAP services we believe that A.3 ERP Programmer Analyst is more in line with the requirements. That is, the tasks and technical environment in the SOW are focused on SAP and not the long list of technologies that the A.6 category covers. This has bearing on presenting the proper contracts for the corporate criteria as well as appropriate rates (i.e. Financial Evaluation Section (e) Substantiation of Professional Services rates etc.). Please clarify if CBSA is looking for A.3 ERP Programmer Analyst (specialized in SAP) or for A.6 Programmer/Software Developer (technology generalist).

Answer 10

Canada has reviewed the request, however the requirement remains unchanged. The tasks and technical environment outlined in the Programmer/Software Developer (SAP ABAP) – Level 2 statement of work are relevant to the position

Question 11

Regarding the ERP SAP ABAP- Level 3 - Rated Requirement RT5: Would the Crown please consider years of experience developing “SAP FICO Solutions” as equivalent to “SAP FICA Solutions”. It is our understanding that developing FICO Solutions as general accounts receivable and payments is, technically speaking, a similar exercise to doing so with SAP FICA.

Answer 11

Canada has reviewed the request, however the requirement remains unchanged

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Question 12

Regarding the ERP SAP ABAP- Level 3 - Rated Requirement RT5: Would the Crown accept 5+ projects worth of experience (with each project being a minimum of 6 months in duration) as equivalent to 10+ years of experience? The rating could then change to read the following:

- 1 to 3 Projects = 10 points
- 3 to 5 Projects = 20 points
- 5 or more Projects – 25 points

Answer 12

Canada has reviewed the request, however the requirement remains unchanged.

RFP AMENDMENT

1. At RFP cover page:

DELETE: Solicitation Closes at 2018-10-12 at 2:00 PM EST

INSERT: Solicitation Closes at 2018-10-24 at 2:00 PM EST

2. At Attachment 4.1 – Bid Evaluation Criteria of the RFP, Mandatory Corporate Requirement M.1 – Corporate Experience (page 113 of the RFP) and Appendix A to Attachment 4.1 – Bidder Response Table (page 115 of the RFP):

DELETE in its entirety.

INSERT:

#	Mandatory Corporate Requirements
M.1	<p><u>Corporate Experience</u></p> <p>The bidder must provide a maximum of three corporate reference contracts with a cumulative billed value of \$7,000,000.00 or more (Canadian including applicable taxes) for services rendered within the last 5 years from the original bid closing date of this RFP, where the bidder was contracted to provide information technology resources responsible for the analysis and design, development, configuration, integration, implementation and ongoing operational support of large-scale** SAP applications. A summary of the scope, resource categories provided and key responsibilities under each contract must be provided.</p> <p>Note: no more than three corporate reference contracts must be provided. If more than three contracts are provided, only the first three will be evaluated.</p> <p>Note: To demonstrate compliance with this criterion, the bidder must submit the following for each corporate reference contract(s):</p> <ol style="list-style-type: none">1. A Bidder Response Table in Appendix A to Attachment 4.1; and2. A letter signed by the client, not by the bidder, to certify the information provided in the Bidder's Response Table is accurate. <p><u>Definitions</u></p> <p>* Billed value is defined as:</p> <ul style="list-style-type: none">• The amount that was invoiced for services provided/rendered as part of the contract(s). <p>**Large scale is defined as:</p> <ul style="list-style-type: none">• Scope spans two or more functional areas and locations (Headquarters, regions, points of entry, program areas, branches/directorates/divisions, etc.)• Serving 300 concurrent users or more at any given time.

APPENDIX A to ATTACHMENT 4.1

BIDDER RESPONSE TABLE

Bidder Response Table M.1 - Corporate Experience <i>Bidder to replicate table for each Corporate Reference Contract(s)</i>		
Corporate Reference Contract Description		(Bidder to Insert Data)
Client Particulars	Client Organization Name	
	Address	
	Contract or Purchase Order Number	
	Contract or Project Title	
	Client Name and Title	
	Client Telephone Number	
	Client eMail Address	
1. Limited to one page, provide a brief description of the Bidder's contract in providing Information Technology resources responsible for the analysis and design, development, configuration, integration, implementation and ongoing operational support of large-scale* SAP applications. 2. Indicate a list of resource categories provided and key responsibilities under the contract. *Large-scale is defined as: <ul style="list-style-type: none"> • Scope spans multiple functional areas and locations (Headquarters, regions, points of entry, program areas, branches/directorates/divisions, etc.) • Serving 300 concurrent users or more at any given time 		
3. Specify contract start and end date (mm/yyyy to mm/yyyy)		
4. Specify total amount billed value (Canadian, including applicable taxes) within the last five (5) years from the original bid closing date of this RFP.		

3. At Attachment 4.1 – Bid Evaluation Criteria of the RFP, Mandatory Corporate Requirement M.2 – Corporate Capability (page 114 of the RFP):

DELETE in its entirety.

INSERT:

#	Mandatory Corporate Requirements																																																																																		
M.2	<p><u>Corporate Capability</u></p> <p>The bidder must demonstrate its experience in supplying all of the resource categories indicated in the table below. Each of the identified resources must have worked on at least one contract for a minimum period of six consecutive months within three years from the original bid closing date of this RFP.</p> <p>Note: To demonstrate compliance with this criterion, the bidder must complete the Bidder Response Table in Appendix B to Attachment 4.1</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="7">Corporate Capability</th> </tr> <tr> <th>#</th> <th>Resource Category</th> <th>Resource Name</th> <th>Contract #</th> <th>Work Start Date</th> <th>Work End Date</th> <th>Duration (In Months)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Application/Software Architect (ERP SAP ABAP) – Level 3</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>Application/Software Architect (SAP BASIS) – Level 3</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>ERP System Analyst (SAP BASIS Database Analyst) – Level 2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>ERP System Analyst (SAP BI) – Level 3</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>ERP System Analyst (SAP BI) – Level 2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>ERP Technical Analyst (SAP Security) – Level 2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>ERP Technical Analyst (SAP PO-PI) – Level 3</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td>ERP Technical Analyst (SAP PO-PI) – Level 2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>9</td> <td>Programmer/Software Developer (SAP ABAP) – Level 2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>						Corporate Capability							#	Resource Category	Resource Name	Contract #	Work Start Date	Work End Date	Duration (In Months)	1	Application/Software Architect (ERP SAP ABAP) – Level 3						2	Application/Software Architect (SAP BASIS) – Level 3						3	ERP System Analyst (SAP BASIS Database Analyst) – Level 2						4	ERP System Analyst (SAP BI) – Level 3						5	ERP System Analyst (SAP BI) – Level 2						6	ERP Technical Analyst (SAP Security) – Level 2						7	ERP Technical Analyst (SAP PO-PI) – Level 3						8	ERP Technical Analyst (SAP PO-PI) – Level 2						9	Programmer/Software Developer (SAP ABAP) – Level 2					
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED