

Amendment 007

This ITQ Amendment 007 serves to provide answers to questions 22 through 39, regarding the Invitation to Qualify (ITQ) EN920-190988/G.

This amendment makes two modifications to Attachment 1 - Qualification Requirements for Stream 4, **criteria 4 d)** and Stream 5, **criteria 5 c)**.

This amendment also makes a modification to the ITQ document at Section 3.3 Content of Response, at 3.3 c) **Mandatory Requirements Check List at Attachment 3**. Previously **Requested** at ITQ closing, now **Mandatory** at ITQ closing.

* **Please note** there is an error in the pdf version of the ITQ document at Section 3.4 b) i) (A), while the Word version is correct for the email address for epost Connect (included below).

Bidders are reminded that bids can be sent, by the closing date, to epost Connect :
TSPGC.DGAreceptiondessousmissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca

Or the Generic HR to Pay Inbox:

TSPGC.PAApprovalRHalaPAYE-APHRtoPAYProcurement.PWGSC@tpsgc-pwgsc.gc.ca

IMPORTANT REMINDER FOR INDUSTRY: To facilitate search for industry all current and future postings related to Stabilizing Phoenix innovations and the HR and Pay Next Generation solution will include “**HRP-RHP**” in the title. Please note that vendors can subscribe to tender notice updates (RSS, ATOM, e-mail) using the keyword “**HRP-RHP**”.

TRACKING LOG OF QUESTIONS AND ANSWERS PROVIDED TO DATE

QUESTIONS AND ANSWERS	PROVIDED IN DOCUMENT
Questions and Answers 1 to 3	Attachment found in Amendment 002, but document titled Amendment 001
Questions and Answers 4 to 8	Amendment 003
Questions and Answers 9 to 12	Amendment 004
Questions and Answers 13 to 21	Amendment 005
Clarification on the parallel release of the 6 RFIs and this ITQ	Amendment 006
Questions and Answers 22 to 39	Amendment 007

Q#	QUESTION	RESPONSE
22	Would Canada revise criteria 4d) and 5c) to the same as 6d)? (re: amendment 4)	Yes. Both of these criteria have been changed to match 6d). See the modification below.
23	Since an industry day will not be held, could the government post current state documentation around HR Processes, ticket volumes by type, and ticket resolution workflows so that we can tailor our proposed solutions accordingly?	Any data or documentation required, in order to prepare a proposal will be issued or made available by Canada to Qualified Respondents prior to seeking bids.
24	Are vendors assisting with current stabilization efforts able to bid on these ITQ challenges? If so, can we please have	Any data or documentation required, in order to prepare a proposal will be issued or made available by Canada to

	access to the current state queue information, workflows, data flows, etc. that they have access to?	Qualified Respondents prior to seeking bids.
25	Could the government elaborate on the scope of roles being targeted within the Improving User Experience category (we believe it's the same scope as the roles identified in the Training section)? Could the government provide additional information or direct us to the best resource(s) detailing the current state User Experience for these roles, as a basis to respond to the expected user experience improvements with a new solution?	The roles being targeted are primarily the key end user roles involved directly in the production of pay: employees, managers, compensation advisors, financial officers. The intent is to review the user experience from end to end, ideally encompassing all channels of communication between these user communities and the pay administration function, including call centres (employees, call centre employees), self-service functions (employees, managers), and day to day payroll operations (compensation advisors, financial officers) including report generation. Currently these users utilize channels such as phone (employees), out of the box PeopleSoft Self-service functionality (employees, managers), PeopleSoft user interface (compensation advisors, financial officers). A variety of case management tools are also used (compensation advisors, call centre employees). For these users we are looking for ways to first simplify and ideally streamline users' ability to request, act on, and monitor progress of pay actions.
26	In the HR Processes section of the ITQ, the reference projects must exceed a budget of \$20 Million. We have completed HR Transformation projects for organizations with > 15,000 people for under this cost. Would the government consider removing the dollar threshold?	No. The dollar threshold will remain as is.
27	Reference: Attachment 1, Section 5 Enhanced User Access Management. - b) The bidder must provide implementation timelines. Question: Can Canada provided the following information so that a solution provider can offer an estimate of implementation timelines: 1. The number of users that would be governed by a given Access Management	1. There are about 20k users including managers. Access to managers is automatically completed by the system through daily uploads (managers with financial authority delegation sent by depts.). Canada actively issues access to approximately 8k users. 2. Phoenix 3. This will be entirely driven by the departments HR systems.

	<p>solution so a vendor can build out an implementation plan?</p> <p>2. The applications that will be governed by a given Access Management solution?</p> <p>3. Where will the user information be drawn from? For example, HR systems, Active Directory, etc.</p>	
28	<p>Reference: Attachment 1, Section 5 Enhanced User Access Management. – e), h), and i)</p> <p>Question: Mandatory requirements e), h), and i) require that the vendor provided references for scalability as well as the ability to accommodate over 75,000 automated user access. Clearly if a vendor has a solution that accommodates 75,000 users, it will accommodate 20,000 users and the other referred to user bands. Our company has a reference that has well over 75,000 automated user accesses. Can Canada confirm that we can provide the same reference for requirements e), h), and i)?</p>	<p>Yes. Canada will accept the same reference for requirements e), h), and i), if the bidder clearly demonstrates the scalability of the proposed solution.</p>
29	<p>Given the broad and diverse scope of services found in Stream 3 Lowering the Queue which includes Data Analytics, Case Management and Payroll Operations, we request that Bidders be allowed to use the references of its subcontractor to meet some of the references. Otherwise, we recommend that this Category be split in two distinct categories (one covering requirements 3a and 3b, and another category for requirements 3c and 3d).</p>	<p>Yes. As long as the subcontractor will be collaborating with the prime contractor in this stream then the subcontractor reference can be used as one of the references.</p>
30	<p>With respect to Amendment 4, Q&A #9, can Bidders use their own corporate references for other references in Streams 1-6 not just for Stream 3 Payroll Operations?</p>	<p>Yes. Bidders can use their own corporate references as one of the references for all 6 streams.</p>
31	<p>Why is PSPC asking for (what is in essence, duplicate responses) when asking bidders to complete Attachment 1 (mandatory) and Attachment 3 (requested)?</p>	<p>Attachment 1 is the requirement. Attachment 3 is how we will evaluate the requirements in Attachment 1. In order to ensure completeness and consistency, <u>Attachment 3</u> is now mandatory as part of a Bid Response. Please see the modification below.</p>
32	<p>Can PSPC explain why Attachment 3, which is optional, has a clearer response template</p>	<p>Attachment 1 is the requirement. Attachment 3 is how we will evaluate the requirements in Attachment 1. In</p>

	<p>including the format for references, than Attachment 1?</p>	<p>order to ensure completeness and consistency, <u>Attachment 3</u> is now mandatory as part of a Bid Response. Please see the modification below.</p>
<p>33</p>	<p>Why are there discrepancies in requirements between Attachment 1 and Attachment 3? For example, in requirement 1c), Attachment 1 has the following: “The bidder must certify that its product functions in both official languages and will be required, as part of a Phase I engagement ramp up, to demonstrate that its’ proposed products function in both French and English.” And requirement 1c) in Attachment 3 has the same requirement, but added the requirement for a video “The bidder must provide a 5 minute video of its product operating in both official languages as part of its bid submission. As part of Phase I activities the GC will conduct an assessment of the product to ensure that the product functions in an identical manner in both official languages.”</p>	<p>Attachment 1 is the requirement. Attachment 3 is how we will evaluate the requirements in Attachment 1. In order to ensure completeness and consistency, <u>Attachment 3</u> is now mandatory as part of a Bid Response. Please see the modification below.</p>
<p>34</p>	<p>In Attachment 1 – Qualification Requirements, at Criteria 1.c) The bidder must demonstrate that the proposed solution functions in both of Canada’s official languages (French and English).” Considering that:</p> <ul style="list-style-type: none"> • The developed robots are executing automated processes in the background, triggered or scheduled, without any visibility from the user perspective; and • At the submission date of the response, none of the actual RPA technologies of the major enterprise-class RPA vendors are offering neither a development nor an administration User Interface that is in both Canada’s official languages (none are offering a French version). <p>Should this criterion be interpreted as automatically excluding a solution that is based on these enterprise-class RPA technologies? We therefore respectfully request that this criterion be amended to accept English version only.</p>	<p>No. Research has shown that many software vendors do have bilingual versions available, or are working on them. As well, many have other languages available upon order. This criterion will remain as is.</p>

35	<p>Attachment 1 – Qualification Requirements, criteria 5.b) states that, “The bidder must provide a detailed and viable project plan that is acceptable to Canada outlining the implementation timelines.” Providing proof for this criteria seems premature at this ITQ stage. It is recommended to remove this criteria from the ITQ process and defer to the RFP stage.</p>	<p>No. The requirement shall remain. Canada will accept a preliminary project plan with approximate implementation timelines for the ITQ and a more detailed plan will be asked for during the RFP stage.</p>
36	<p>Attachment 1 – Qualification Requirements, criteria 4. c) The bidder must provide implementation timelines. The required proof for 4.c) states: <i>The bidder must provide a detailed and viable project plan that is acceptable to the Crown outlining the implementation timelines.</i> Providing proof for this criteria seems premature at this ITQ stage. It is recommended to remove this criteria from the ITQ process and defer to the RFP stage.</p>	<p>No. The requirement shall remain. Canada will accept a preliminary project plan with approximate implementation timelines for the ITQ, while a more detailed plan will be requested during the RFP stage.</p>
37	<p>Will Canada consider amending the reference criteria to allow for vendors to provide “masked” references to respect confidentiality clauses in commercial contracts?</p>	<p>Yes. However, you will need to provide the masked information during the evaluation period, so that these references can be verified. All bid response information marked "Confidential" will not be revealed to anyone other than the evaluators and the PSPC Contracting Authority. These masked references will be required at the start of the evaluations, upon 24 hours' notice given to the vendor by the Contracting Authority.</p>
38	<p>Attachment 1 – Qualification Requirements, criteria 1.d). The required proof for 1.d) states: <i>The bidder must provide five client reference information that demonstrates that the proposed software solution resulted in the automation of 250,000 <u>transactions</u> that otherwise would have been manually executed at the client site.</i></p> <p>Attachment 3 – Mandatory Requirements Checklist, criteria 1.d). The required proof for 1.d) states:</p>	<p>Yes. It is transactions in both instances.</p>

	<p><i>The bidder must provide the required client details for five (5) projects where the proposed automation software automated 250,000 <u>tasks</u> that otherwise would have been manually executed. The bidder must also provide the required client details for five (5) projects where they successfully implemented the robotic software automation at client sites.</i></p> <p>Can Canada please confirm that they mean <u>transactions</u> in both instances?</p>	
39	<p>Attachment 1 – Qualification Requirements, criteria 1.d).</p> <p>The required proof for 1.d) states: <i>The bidder must provide five client reference information that demonstrates that the proposed software solution resulted in the automation of 250,000 transactions that otherwise would have been manually executed at the client site.</i></p> <p>RPA projects typically automate multiple processes within an implementation. Each of these processes involve different bots that each could individually automate a number of transactions. Would Canada consider that a reference may include multiple automations that meet the criteria of automating 250,000 transactions and may count towards the requested five client references?</p>	<p>Yes. Each project implementation for different functions or automations, can be used as one client reference even if they are within the same organization.</p>

Modification to Attachment 1 – Qualification Requirements at **Section 4. Improving User Experience**

Delete – at Section 4 d)

Category	Criteria	Evaluation	Proof Required
Recommended Implementation Approach	d) The bidder must demonstrate that they are legally entitled to sell the solution they are proposing.	Pass / Fail	The bidder must certify with a signed letter that they are the developer of the proposed solution and are approved to deliver this solution to the Federal government.

Insert – at Section 4 d)

Category	Criteria	Evaluation	Proof Required
Recommended Implementation Approach	d) The bidder must demonstrate that they are legally entitled to sell the solution they are proposing.	Pass / Fail	The bidder must certify that they are the developer of the proposed technology or that they are offering it for sale through an approved re-seller agreement to be provided as part of the ITQ response.

Modification to Attachment 1 – Qualification Requirements at **Section 5**. Enhanced User Access Management

Delete – at Section 5 c)

Category	Criteria	Evaluation	Proof Required
Recommended Implementation Approach	c) The bidder must demonstrate that they are legally entitled to sell the solution they are proposing.	Pass / Fail	The bidder must certify with a signed letter that they are the developer of the proposed solution and are approved to deliver this solution to the Federal government.

Insert – at Section 5 c)

Category	Criteria	Evaluation	Proof Required
Recommended Implementation Approach	c) The bidder must demonstrate that they are legally entitled to sell the solution they are proposing.	Pass / Fail	The bidder must certify that they are the developer of the proposed technology or that they are offering it for sale through an approved re-seller agreement to be provided as part of the ITQ response.

Modification to the ITQ Document at Section **3.3 Content of Response** at para c)

Delete – at Section 3.3 c)

- c) **Mandatory Requirements Check List at Attachment 3 (Requested at ITQ Closing):**
The response should include all the information required by **Attachment 3**.

Insert – at Section 3.3 c)

- c) **Mandatory Requirements Check List at Attachment 3 (Mandatory at ITQ Closing):**
The response must include all the information required by **Attachment 3**.

Solicitation No. - N° de l'offre
EN920-190988/G
N° de réf. du client - Client Ref. No.
EN920-190988

N° de la modif - Amd. No.
007
File No. - N° du dossier
681xe.EN920-190988/G

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED