



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions - TPSGC**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**11 Laurier St.\11, rue Laurier**

**Gatineau**

**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 solicitation contains Security Requirements.  
Only Bidders who qualified to the ITQ may submit a bid to this RFP.

**Vendor/Firm Name and Address**

**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Business Transformation and Systems Integration  
Service/Division de transformation des opérations et d'intégrat  
Special Procurement Initiative Dir  
Dir. des initiatives spéciales  
d'approvisionnement  
Terrasses de la Chaudière 4th Floor  
10 Wellington Street  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> HR-to-Pay Env Innovation Challenges	
<b>Solicitation No. - N° de l'invitation</b> EN920-190988/I	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 20190988	<b>Date</b> 2019-01-28
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XE-681-34543	
<b>File No. - N° de dossier</b> 681xe.EN920-190988	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-02-04</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<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> Ouellette(682xe), Kristen	<b>Buyer Id - Id de l'acheteur</b> 681xe
<b>Telephone No. - N° de téléphone</b> (613) 402-8745 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**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</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

### Amendment 003

This Amendment serves to provide answers to questions 11 through 31, regarding the Request for Proposal (RFP) EN920-190988/I – Stream 1 Robotic Process Automation.

This Amendment also makes revisions to the RFP main document and to Annex B Basis of Payment (to reflect Q&A 12, 17, 27 and 29).

**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 8	Amendment 001
Questions and Answers 9 to 10	Amendment 002
Questions and Answers 11 to 31	Amendment 003

Q#	QUESTION	RESPONSE
11	Can we submit our bid to the email address provided on page 7 of the RFP or if we need to go through the epost Connect service as detailed on page 11?	Yes to both. You can submit your bid to the email address: <a href="mailto:TPSGC.PAAprovisionRHalaPAYE-APHRtoPAYProcurement.PWGSC@tpsgc-pwgsc.gc.ca">TPSGC.PAAprovisionRHalaPAYE-APHRtoPAYProcurement.PWGSC@tpsgc-pwgsc.gc.ca</a> Or through ePost.
12	Are you looking for an implementation plan for Phase II at this time or is this is only required at the end of Phase I?	Only qualified bidders will need to provide the Phase II Implementation Plan as part of Phase I Exit Criteria. The RFP will be amended to reflect this instruction.
13	Is it possible to extend the submission deadline to February 8th?	No extensions will be granted.
14	Are the eight high impact HR transactions noted in Appendix B to Annex A, listed in order of impact? If not, are you able to state which processes have the greatest amount of cases in the queue?	No, they are in alphabetical order. The public dashboard has the amount of cases per theme. To view the current Public Service Pay Centre Dashboard of cases open and closed, please follow the link below: <a href="https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pay-pay-services/centre-presse-media-centre/tableau-dashboard/tableau-11-2018-dashboard-eng.html">https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pay-pay-services/centre-presse-media-centre/tableau-dashboard/tableau-11-2018-dashboard-eng.html</a>
15	We are in the midst of a large ITQ for the Benefits Delivery Modernization with a submission due on Jan 31st. We would	No extensions will be granted.

	appreciate a two week extension to this RFP.	
16	Regarding the Financial Evaluation for Phase 1 on p.31 of the RFP, "The 2 lowest-cost, technically compliant bidders will be recommended for contract award". Can you please confirm that the evaluation for Phase 1 will be based on the total bid price provided in the Annex B - Pricing Table 1 only?	As described in the RFP document under Section 4: Yes, Pricing Table 1 is used to evaluate the bidders for initial contract award to the two lowest-cost, technically-compliant bids to partake in Phase I. Pricing Table 2 is used to evaluate the 2 contractors as they exit Phase I and compete to be given the contract extension for Phase II work. Pricing Table 3 is used in the even that Canada issues a TA and contract extension for the software user licences beyond Phase II work.
17	In RFP Stream 1 - (b) Financial Evaluation Phase 1 – Section (ii) the RFP requests that bidders submit a completed Pricing Table 2 (Phase 2 price) and Table 3 (Software user licenses) at bid closing. It is premature to provide a fixed price for Phase 2 (including software) prior to the completion of Phase I and is in conflict with the Mandatory Criteria X-1 for the Phase 1 Exit Evaluation Criteria which calls for Table 2 completion at the end of Phase I and not at Bid Closing. Would the Crown confirm that Phase II pricing is due as part of the Phase I Exit Evaluation Criteria. If Phase II pricing is required at Bid Closing will there be an opportunity to provide ROM Pricing and later revise the price based on what is learned during Phase I?	Phase I Exit Criteria will evaluate the 2 contractors by using the Mandatory Criteria X-1 and X-2, in order to award an extension to the top-ranked contractor. Pricing Table 2 and 3 can be provided at time of Exit Criteria, at the end of Phase I. The RFP will be amended to reflect this instruction.
18	Attachment 1 Technical Evaluation Criteria for Stream 1 – Mandatory Criteria 2 and Mandatory Criteria 3 ask for the RPA solution to include functionality for Incident, Problem and Change Management tracking. Typically these functions are supported by purpose built tools such as Quality Center (Defect Tracking) or Jira for Agile Project Tracking and Issues among others. Is it required that this functionality is built into the RPA Platform or can this requirement be met through the use of other tools?	The required functionality needs to be built into the RPA solution.

19	Attachment 1 Technical Evaluation Criteria for Stream 1 – Mandatory Criteria 4 asks for the vendor to certify that the solution “must ensure data integrity and consistency across the end-to-end system and prevent the corruption, orphaning or loss of information. Given that the RPA software would be completing processes using the Phoenix system in much the same way as users do today it can only affirm that it follows the process as a user would. The RPA software does not certify that the underlying Phoenix software maintains data integrity and consistency. Will the Crown confirm its intention with regards to data integrity and consistency across the end-to-end system?	RPA must have audit logs and ways that can ensure data integrity within the processes that it has influenced.
20	Attachment 1 Technical Evaluation Criteria for Stream 1 – Mandatory Criteria 5 asks for ITSM. Would the Crown confirm its intention to include ITSM in the scope of the RPA work?	Yes, ITSM is in the scope.
21	We respectfully ask for a two week extension to the response date of this solicitation.	No extensions will be granted.
22	Section 2.4 Enquiries – Bid Submission, would the Crown reduce the days to 5 days before bid closing date?	No changes to this criteria will be made.
23	Mandatory Criteria #1 - General - System Installation: In order to attest that the proposed software will be fully functional with no need for additional middleware or infrastructure could the crown please clarify how are the components Remote Access Entrust PKI, and Entrust 9.3 are currently being used by an employee? For example, is it purely software sign-on or is a hardware required such as a data key / data card?	All software logins will be provided, however, virtual private networks are in place to access certain applications passed the firewall.
24	Question regarding Training: Can you provide an estimate of how many resources will need to be trained? Given the training is to take-place onsite, can you provide the locations of these resources?	Training for 20 crown employees within NCR is needed.

25	Question regarding the Prototype: Can the Crown please confirm that the prototype solution to be delivered will only process cases that are in non-production environments?	Prototype will be conducted in the test environment. If approved by management at the end of the Phase I then the same processes will be approved to run in production.
26	Annex A - SOW Page 11 (Transaction Volumetric in CMT): In the case management system, are the cases segregated by type of pay event? If so, what's the volume of cases per pay event?	Yes, the cases are segregated by type of pay event. To view the current Public Service Pay Centre Dashboard of cases open and closed, please follow the link below: <a href="https://www.tpsgc-pwgsc.gc.ca/remuneration-services/services/centre-presse-media-centre/tableau-dashboard/tableau-11-2018-dashboard-eng.html">https://www.tpsgc-pwgsc.gc.ca/remuneration-services/services/centre-presse-media-centre/tableau-dashboard/tableau-11-2018-dashboard-eng.html</a>
27	Question regarding additional information: "the Bidder must provide the address(es) of proposed site (s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information." Part 3 Section IV is Electronic Payment of Invoices - Bid, can the crown please confirm they would like this in the certification and additional information proposal? If not, can the crown please include where they would like this in the technical proposal.	Section 6.1 Security Requirement, paragraph (iv), should have indicated: "the Bidder must provide the address(es) of proposed site (s) or premises of work performance and document safeguarding as indicated in Part 3 - Section III Certifications", not "Section IV Additional Information." Bidders are requested to include the information requested at Section 6.1 (a) (iv) with their Bid along with any other certifications required at bid closing.
28	How does the Crown intend to differentiate technical evaluations for Phase I when there are no rated criteria? With only Pass/Fail mandatory criteria all vendors will be either fully compliant or disqualified for non-compliance. This leaves only price to differentiate the compliant bidders, making any valid evaluation of the two most qualified bidders unlikely. Will the Crown consider revising the technical evaluation to include relevant rated criteria?	No revision will be provided to the technical evaluation. Pricing will be the differentiating factor for all compliant bids that meet the mandatory requirements.
29	Although the Crown has requested Phase II pricing as part of this submission, it is unclear from Section 4 of the RFP whether Phase II evaluation will be used to select the two Phase I vendors, since it is based largely on Phase I Exit Criteria submitted at the	Yes, Pricing Table 2 and 3 can be provided at time of Exit Criteria, upon the conclusion of Phase I. The RFP will be amended to reflect this instruction.

	conclusion of the Proof of Concept. As both the Crown and the selected Phase I vendors will learn a great deal through execution of the Proof of Concept about the Pay environment and associated process automations that can be achieved, will the Crown consider deferring both the submission and evaluation of Phase II pricing to be part of the Phase I Exit Criteria?	
30	The Crown has specified a requirement for vendors to deliver training on an "as-and-when-requested" basis, but with a fixed price bid. This uncertainty will likely lead to a wide variation in vendors' interpretation of costs, which will dilute the Crown's ability to differentiate bidder qualifications to successfully deliver the core automation services. Will the Crown consider deferring training pricing to be part of the Phase I Exit Criteria, when the Phase II training requirements have been more clearly defined?	No. Training costs will not be deferred. Training costs should be considered for 20 Crown employees in the NCR.
31	Would the Crown consider basing the Fee Evaluation for Phase 2 on the achievement of 20,000 vs. the 6 month time line?	No. The fee evaluation for Phase II will remain as is: a minimum of 20,000 cases closed within 6 months.

**Modifications to Annex B Basis of Payment:**

- A) **Delete:** The Bidder must complete each Pricing Table and include it with its financial bid.  
**Insert:** The Bidder must complete each Pricing Table. Pricing Table 1 must be included with the financial bid. Pricing Table 2 and Pricing Table 3 are due at the end of Phase I work.
- B) **Delete:** Pricing Table 2 – Due at Bid Closing  
**Insert:** Pricing Table 2 – Due with Phase I Exit Criteria
- C) **Delete:** Pricing Table 3 – Due at Bid Closing  
**Insert:** Pricing Table 3 – Due with Phase I Exit Criteria

**Modifications to the RFP document:**

- D) **At Section 1.2 e)**  
**Delete:** Upon completion of Phase II, Canada reserves the right to exercise the option to issue a TA for the purpose of procuring the software provided in the solution of either Contractor, according to pricing Table 3, from Annex B - Basis of Payment, as submitted with the Bid.

**Insert:** Upon completion of Phase II, Canada reserves the right to exercise the option to issue a TA for the purpose of procuring the software provided in the solution of either Contractor, according to pricing Table 3, from Annex B - Basis of Payment.

E) **At Section 4.2 b)**

**Delete:** (ii) Bidders are also requested to submit a completed Pricing Table 2 and Pricing Table 3, found in Annex B, with their bid.

F) **At Section 4.3 c)**

**Delete:** (i) Phase II – Implementation / Production financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Table 2, Found in Annex B, duly completed by the bidders.

**Insert:** (i) Phase II – Implementation / Production financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Table 2, Found in Annex B, due at the completion of Phase I deliverables, along with the Exit Criteria requirements.

G) **At Section 4.4 a)**

**Delete:** Upon completion of Phase II, Canada reserves the right to exercise the option to procure Software User Licences from the contractor, in accordance with their Pricing Table 3, found in Annex B, due at bid closing.

**Insert:** Upon completion of Phase II, Canada reserves the right to exercise the option to procure Software User Licences from the contractor, in accordance with their Pricing Table 3, found in Annex B, due at the completion of Phase I deliverables, along with the Exit Criteria requirements.

H) **At Section 4.6 c)**

**Delete:** The Contractor must have submitted their Pricing Table 2, found at Annex B, at bid closing.

**Insert:** The Contractor must have submitted their Pricing Table 2, found at Annex B, at the completion of Phase I deliverables, along with the Exit Criteria requirements.

I) **At Section 6.1 a)**

**Delete:** (iv) the Bidder must provide the address(es) of proposed site (s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

**Insert:** (iv) the Bidder must provide the address(es) of proposed site (s) or premises of work performance and document safeguarding as indicated in Part 3 - Section III Certifications.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**