



**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> 006
<b>Client Reference No. - N° de référence du client</b> 20190988	<b>Date</b> 2019-02-07
<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 2019-02-13</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 006

This Amendment serves to provide answers to questions 32 through 42, regarding the Request for Proposal (RFP) EN920-190988/I – Stream 1 Robotic Process Automation.

**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
Questions and Answers 32 to 42	Amendment 006

Q#	QUESTION	RESPONSE
32	<p>We are confused by the introduction of the requirement for Incident and Problem Management modules in requirement 2 and Canada’s corresponding response to question 18. The January 22nd ITQ qualified “Robotic Process Automation Software vendors” not “ITSM Software vendors”. Traditionally RPA platforms do not have native ITSM functionality but rather integrate with existing ITSM products that customers have in place for their broader ITSM requirements.</p> <p>Having partnered with many RPA vendors, it is our understanding that none of the top 4 RPA Software vendors as ranked by Forrester can meet the ITSM functionality described in the RFP where Incidents, Problems, and Requests are stored in the RPA Software Database and managed directly within the RPA software and not simply that the RPA Software is integrated with an ITSM tool. As such, we anticipate that many of the bidders that qualified as part of the ITQ will not be able to be compliant with this mandatory requirement.</p> <p>We request that Canada remove the ITSM requirement or failing that conduct an open industry session to determine if the process should be restarted from the</p>	<p>No revision will be provided to this criteria.</p>

	ITQ to address this additional requirement.	
33	In the Basis of Payment, as per the heading of the table, we assume Canada only expects price of the software license required. Other hardware will be provided by Canada. Please confirm?	Yes, hardware will be provided by Canada such as servers and up to a maximum of 10 laptops per Contractor.
34	We assume the work location of Phase 1 will be one of PSPC's offices. Please confirm.	Please refer to section 11 of the Statement of Work, for Work Location details.
35	Per PWGSC SACC clause A3050T and described in the solicitation, bids with at least 80% Canadian content are being given a preference. Does it mean that Canada would require 80% of resources (i.e. Configuration of the bots) to be provided by individuals based in Canada?	Please note the requirement in Form 1 for Canadian Content of 80% of the bid price, is only a preference.
36	We understand that Canada wants to identify a certain number of processes mentioned in Appendix B to Annex A with the end goal being that a minimum of 1000 cases be automated. Please suggest how/when these processes can/will be identified. Is there a preference to choose specific process for Phase I based on criticality and priority? Providing one or two processes for Phase I now (even if this changes later) would help Canada compare quotes and solutions from various vendors.	Please note that the HR processes shown in Appendix B to Annex A, have been listed in order of priority. The first processes, are the ones with the highest amount of backlog cases at the Pay Centre. Therefore, a suggested combination of high amount of cases and low would be best.
	In light of the response to question 36, Canada is revising the Response to <u>Question 14</u> : <i>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?</i>	<u>Revised Response to Q14:</u> No, they are in alphabetical order, but these 8 HR transactions have been identified as the transactions with the highest amount of cases pending to be resolved. From the list of the 8 HR Transactions the ones with more than 20k transactions in the queue are: Acting, terminations, Change in employment status.
37	a. We understand Canada wants us to resolve at least 1000 cases for Phase 1. Please confirm if every case involves only one transaction (from the 44 transactions listed in appendix B of annex A) or more than one.	a. Yes, every case involves only one transaction. b. N/A based on answer to part a. c. N/A based on answer to part a.

	<p>b. If the case involves more than one transaction, please provide a rationale to identify the number of transactions which may cover at least 1000 cases.</p> <p>c. Please provide an example of a case mapping with the transactions.</p>	
38	<p>The RPA product doesn't have incident and problem management products built in. It offers an automation solution only. Our overall solution will cater to this part. We would recommend to use enterprise wide tools for incident and problem management instead of building another tool.</p> <p>a. Can you suggest what tools you have for this?</p> <p>b. Given that Phase I scope includes the PoC only, we understand that this requirement will not be in scope for Phase I. Please confirm.          (This should be part of larger solution build for Phase II. Please confirm).</p>	<p>Currently the Government of Canada has the following:          -For Incident reporting, GC uses Infoweb          -For Ticket issue GC uses the Case Management Tool</p> <p>Phase I is the Proof of Concept and Prototype phase. You may integrate the solution starting in Phase I. Incident and Problem Management are Mandatory Criteria before entering to a contract for PoC at Phase I.</p>
39	<p>Please clarify if the training required is for Product or processes. We can facilitate product training.</p> <p>a. Please confirm that this is what needs to be priced for Phase 1.</p> <p>b. Process training can be provided for the processes automated which are to be deployed in Production. We believe this will not be in scope for Phase I until we plan to deploy this in Production. Please confirm our understanding.</p>	<p>The training to be provided is for the solution put in place. Therefore, if the solution has put a change in process and software, it would be training on both, so that Canada can support its maintenance. The training needs to be included in the fixed price.</p>
40	<p>What are the technical specifications of the ten (10) laptops that will be provided to the Contractor performing the work?</p>	<p>The Government of Canada will provide laptops that already contain at a minimum the following:</p> <ul style="list-style-type: none"> <li>• Windows 7 or 10</li> <li>• Microsoft Office 2010 or 2013</li> </ul> <p>Other specifications pertaining to RAM, Speed, etc. will be the latest technology available to the GC Standards.</p>
41	<p>Please can you confirm that the successful vendors will be given a reasonable opportunity to negotiate the contract terms and conditions?</p>	<p>Please refer to Section 2.1 (b) for the Bidder Instructions that apply to this question.  <i>(2.1(b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.)</i></p>

Solicitation No. - N° de l'offre  
EN920-190988/1  
N° de réf. du client - Client Ref. No.  
EN920-190988

N° de la modif - Amd. No.  
006  
File No. - N° du dossier  
682xe.EN920-190988/1

Id de l'acheteur - Buyer ID  
682xe  
N° CCC / CCC No./ N° VME - FMS

42	Would Canada consider a model whereby the purchase of licenses is a direct purchase by Canada from the OEM/Publisher?	The option to purchase the software provided in the solution may or may not be exercised with one of the resulting contracts. While it is possible that this option may be exercised, Canada cannot guarantee that it will. It was the intention to have one contract to satisfy all of Canada's requirements for this RFP.
----	---	---

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**