



Q & A

Question 1:	For requirements M1, R1 and R2 as they relate to demonstrating Corporate Experience, please confirm that "The Bidder" also includes its parent company or affiliates; which is consistent with RT3.
Answer 1:	Unless specifically noted otherwise – i.e. technical criteria referring to parent company or affiliates, the definition of "bidder" shall be referred to under Section 4, Definition of Bidder, in the Standard Instructions - Goods or Services - Competitive Requirements 2003 - <a href="https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/24">https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/24</a>
Question 2:	<p>Section 4.2.4 on page 12 references a Proof of Proposal (PoP) test and that Canada will test the solution proposed in the top-three ranked bids to confirm both that they will function as described in the bids and that they meet the technical functionality requirements.</p> <p>Is testing all 3 of the top ranked bids through a Proof of Proposal ultimately necessary? If the highest ranked respondent passes the PoP, they'll be awarded the bid. Conversely, if they fail, they're disqualified. Will the Crown consider revising this requirement to engage the top ranked respondent in the PoP and only engage the next highest if the first respondent fails?</p>
Answer 2:	After both the technical and financial evaluations have been completed, the top 3 ranked bidders will be determined. The solution proposed by the top ranked bidder will then be tested through the Proof of Proposal (PoP) test. If the PoP test is successful, the top ranked bidder will be recommended for contract award. If the PoP test is unsuccessful, the top ranked bidder will be disqualified and the second ranked bidder's solution will be tested through the PoP test. Than the third ranked solution, if necessary.
Question 3:	Current policy per C0101C of the SACC Manual in the Canadian Government for competitive RFPs indicates that clauses, such as the Price Protection - Most Favoured Customer Clause and Discretionary Audit, apply only to non-competitive procurement process for goods and services over \$50,000. Inclusion of Section 7.10.4 Discretionary Audit contradicts this policy and approach given this is a competitive procurement process. We respectfully request that this clause be removed as this RFP has been issued through a competitive procurement process and Canada has included Section 14 Price Justification of the Standard Instructions 2003 - Goods or Services clause.
Answer 3:	It has been determined that SACC Manual clause C0100C Discretionary Audit - Commercial Goods and/or Services, located at para 7.10.4 in the RFP, was included in error. Please consider this clause as removed from this RFP.
Question 4:	<p>Section 4.2.2 Financial Evaluation outlines that "Prices submitted will be evaluated to determine the bid evaluation price as defined in Attachment 4.2 to Part 4 – Financial Proposal" and Section 4.2.3 Basis of Selection states that "each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %". Attachment 4.2 to Part 4 - Financial Proposal includes pricing for</p> <p>Work performed under Task Authorization 1, Professional Services rate card for the initial contract period and two option years, and Software, Maintenance and Support pricing for the initial contract period and two options years. Please confirm our understanding that the 30% price component of this RFP is composed of Attachment 4.2 to Part 4 – Financial Proposal, item #1, "Work to be performed under draft Task</p>



	Authorization no 1 per Appendix H to Annex A (see information contained Appendices A and G to Annex A to determine Firm Pricing) \$ _____".
Answer 4:	<p>As per Attachment 4.2 to Part 4 – Financial Proposal, the summation of Section 1 Firm Price*, Section 2 Professional Services and Section 3 Software, Maintenance and Support will determine each bidder’s overall financial bid. To establish the pricing score, each responsive bid and overall price provided in Attachment 4.2 to Part 4 – Financial Proposal will be prorated against the lowest evaluated price and the ratio of 30 %. Please see the Basis of Selection example provided in section 4.2.3.</p> <p>*It is the responsibility of each bidder to utilize the information provided in Appendices “A” and “G” to Annex A to determine a Firm Price, which is to be inserted in Section 1 of Attachment 4.2 to Part 4 – Financial Proposal. Once a contract has been awarded, the Firm Price indicated in Section 1 of Attachment 4.2 to Part 4 – Financial Proposal will be inserted into Appendix “H” to Annex A – Task 1 (Draft), which will become the first Task Authorization raised or “work package” of the contract.</p> <p>Please See Amended Attachment 4.2 to Part 4 – Financial Proposal below:</p>

**Attachment 4.2 to Part 4 – Financial Proposal (AMENDED)**

**1. Task Authorization No 1 – Firm Price:**

Work to be performed under draft Task Authorization No 1 per Appendix H to Annex A (see information contained in Appendices A and G to Annex A to determine Firm Pricing);

**1.1 Total Firm Price \$ \_\_\_\_\_**

**2. Professional Services:**

Category	Level of Expertise	All-Inclusive Fixed Daily Rate (per Resource)
<b>Initial Contract Period:</b> from date of contract to 31 March 2022 (estimated)		
Project Management Consultant		
Business Consultant	Senior	
Business Consultant	Intermediate	
Business Consultant	Junior	
Programmer/Software Developer	Senior	
Programmer/Software Developer	Intermediate	
Programmer/Software Developer	Junior	
Technical Architect		
<b>Extended Contract Period 1 (If Option is Exercised):</b> from 01 April 2022 to 31 March 2023 (estimated)		



Project Management Consultant		
Business Consultant	Senior	
Business Consultant	Intermediate	
Business Consultant	Junior	
Programmer/Software Developer	Senior	
Programmer/Software Developer	Intermediate	
Programmer/Software Developer	Junior	
Technical Architect		
<b>Extended Contract Period 2 (If Option is Exercised):</b> from 01 April 2023 to 31 March 2024 (estimated)		
Project Management Consultant		
Business Consultant	Senior	
Business Consultant	Intermediate	
Business Consultant	Junior	
Programmer/Software Developer	Senior	
Programmer/Software Developer	Intermediate	
Programmer/Software Developer	Junior	
Technical Architect		

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all-inclusive fixed daily rate must be prorated to reflect the actual time worked in accordance with the following formula:

$$(\text{Hours worked} \times \text{applicable firm all-inclusive per diem rate}) \div 7.5 \text{ hours}$$

No overtime charges will be authorized under the Contract. All time worked will be compensated according to paragraph above.

**2.1 Total Cost of Professional Fees:**

Initial Contract Period: \$ \_\_\_\_\_

Extended Contract Period 1 (If Option is Exercised): \$ \_\_\_\_\_

Extended Contract Period 2 (If Option is Exercised): \$ \_\_\_\_\_

**Total Cost of Professional Fees: \$ \_\_\_\_\_**



**3. Software, Maintenance and Support**

Item No.	A Description	B Unit	C Price per Unit	D Bid Price B X C
<b>Initial Contract Period Year 1:</b>				
1.	<p>RPA Software solution for Phase 2 –Implementation of e-staffing processes per Appendix A to Annex A – Transaction Volumetrics.</p> <p>The RPA Software Solution must include all required components and peripheral software and/or hardware.</p> <p>The price must include annual maintenance and support for the first year once licences have been deployed.</p>	Bidders are to provide a price based on their own licensing models		
<b>Initial Contract Period Year 2:</b>				
2.	<p>Additional RPA Software solution.</p> <p>The RPA Software Solution must include all required components and peripheral software and/or hardware.</p>	Bidders are to provide a price based on their own licensing models		
3.	Annual Maintenance and support			
<b>Option Period 1</b>				
4.	<p>Additional RPA Software solution</p> <p>The RPA Software Solution must include all required components and peripheral software and/or hardware.</p>	Bidders are to provide a price based on their own licensing models		
5.	Annual Maintenance and support			
<b>Option Period 2</b>				
6.	<p>Additional RPA Software solution</p> <p>The RPA Software Solution must include all required components and peripheral software and/or hardware.</p>	Bidders are to provide a price based on their own licensing models		
7.	Annual Maintenance and support			

Name of software	Version #



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**3.1 Total Cost of Software, Maintenance and Support:**

Initial Contract Period: \$\_\_\_\_\_

Extended Contract Period 1 (If Option is Exercised): \$\_\_\_\_\_

Extended Contract Period 2 (If Option is Exercised): \$\_\_\_\_\_

**Total Cost of Software, Maintenance and Support: \$\_\_\_\_\_**

**4. Total Financial Proposal Cost**

**1.1 Total Firm Price:** \$\_\_\_\_\_

**2.1 Total Cost of Professional Fees:** \$\_\_\_\_\_

**3.1 Cost of Software, Maintenance and Support:** \$\_\_\_\_\_

**TOTAL FINANCIAL PROPOSAL COST** \$\_\_\_\_\_

Question 5:	<p>Requirement M20 outlines that the proposed solution must support “the separation of duties between environments and supports multiple environments including (at a minimum) production, non-production (test / dev) and disaster recovery and high availability.”</p> <p>Can you please confirm how many environments need to be licensed in the proposed solution at time of bid submission? Is the DR requirement for a hot standby (real-time mirrored operational environments), a warm back up site, or a cold back up? Is there a need for High Availability to be included in the initial architecture and SW license fees? Both DR and HA can be built out afterwards if / as needed.</p>
Answer 5:	<p>The following environments should be licensed at the time of bid submission:</p> <p>Development, Test and Production.</p> <p>Furthermore, with regards to High availability and DR, these will be costed and built after contract-award and do not need to be included in the financial bid at bid submission. Indeed, many of the high availability and DR aspects will be potentially covered by standard SSC operations.</p>

Question 6 :	Is Facility Security Clearance required by the RFP deadline?
Réponse 6:	As per Section 6.1 Security Requirements of the RFP, the security conditions outlined must be met at the date of bid closing.