



Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

[MAT.DESProc2-DOSE2@forces.gc.ca](mailto:MAT.DESProc2-DOSE2@forces.gc.ca)

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised;  
unless otherwise indicated, all 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.**

Vendor/Firm Name and Address Raison sociale et  
adresse du fournisseur/de l'entrepreneur

<b>Title - Sujet</b> Robotic Process Automation (RPA) Software Solution and Professional Service	
<b>Solicitation No. - N° de l'invitation</b> W6369-200130/A	<b>Date</b> 24 December 2019
<b>Client Reference No. - N° de référence du client</b> W6369-200130	
<b>GETS Reference No. - N° de référence de SEAG</b>	
<b>File No. - N° de dossier</b> W6369-200130	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin on February 10, 2020</b>	
<b>Time Zone Fuseau horaire</b> At 2pm Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:            Destination: <input checked="" type="checkbox"/> Other-Autre:</b>	
<b>Address Enquiries to: - Adresser toutes questions à</b>  <a href="mailto:MAT.DESProc2-DOSE2@forces.gc.ca">MAT.DESProc2-DOSE2@forces.gc.ca</a>	<b>Buyer Id - Id de l'acheteur</b> DES Proc 2-5-2
<b>Telephone No. - N° de téléphone</b>	<b>FAX No. - N° de FA--X</b> ( ) -
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b>  To be inserted upon award	

Instructions: See Herein

Instructions: Voir ci-joint

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





Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

This Amendment no. 004 has been raised to answer the following questions:

	Questions	Answers
1	<p>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.</p>	<p>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></p>
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>	<p>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.</p>
3	<p>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.</p>	<p>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.</p>
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 Work performed under Task Authorization 1, Professional Services rate card for the initial contract period and two option</p>	<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>



Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and professional services

<p>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 Authorization no 1 per Appendix H to Annex A (see information contained Appendices A and G to Annex A to determine Firm Pricing) \$_____".</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>
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**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 pendices 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	



Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

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: \$ \_\_\_\_\_**



Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

**3. Software, Maintenance and Support**

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

Name of software	Version #



Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

**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** \$ \_\_\_\_\_

	<b>Questions</b>	<b>Answers</b>
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>	<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>
6	<p>Is Facility Security Clearance required by the RFP deadline?</p>	<p>As per Section 6.1 Security Requirements of the RFP, the security conditions outlined must be met at the date of bid closing.</p>
7	<p>Will Canada reconsider the Definition of Bidder to include affiliates and parent organizations in order to leverage the world-class capabilities of global firms. RPA technology has very rarely been applied at a significant scale in Canadian organizations, and as such Canada should consider inclusion of global qualifications and references earned outside of Canada for a project of DND’s scale and importance. Restricting a Canadian subsidiary of a multinational global IT firm does not provide the best value to Canada and DND, and further, does not comply with competitive bidding best</p>	<p>The definition of “Bidder” will remain as-is, as outlined in the Standard Instructions - Goods or Services - Competitive Requirements 2003 Section 04 Definition of Bidder.</p>



Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and professional services

	practices. The definition as is will substantially reduce the number of bids received, rendering the procurement uncompetitive with sub-optimal results.	
8	Page 38 of the RFP identifies the estimated number of resources in each of the resource categories. There are requirements for each category listed in Appendix D to Annex A, starting on page 52. Attachment 4.1 to Part 4 starting on page 77, lists the Bid evaluation criteria, which include requirements for two Senior Business Consultant resources in M2, R4, R5, and R6. Please confirm that the requirements in Appendix D to Annex A are only to be used at the Task Authorization stage, and that the only resource related requirements at the time of bid submission are those included in Attachment 4.1 to Part 4.	That is correct; Appendix D to Annex A will be utilized at the Task Authorization stage once the contract has been awarded. Attachment 4.1 to Part 4 is required with the bid.
9	Appendix F to Annex A (page 58 – 60) states that “the application must run on SSC managed infrastructure and not vendor hardware”. It also indicates the database software compatible versions. Attachment 4.2 to Part 4 (page 85) indicates in several places that “The RPA Software Solution must include all required components and peripheral software and/or hardware”. In accordance with Appendix F to Annex A, please confirm that the “RPA Software Solution” should not include the cost of servers or database licenses, as these will be provisioned by SSC or DND.	Bidders are not required to provide costs for hardware or database licenses as these will be provisioned by SSC or DND.
10	<p>Throughout the RFP, there are a number of references to how the Crown will manage “Travel and Living expenses” – specifically:</p> <ul style="list-style-type: none"> <li>• Part 7 - Resulting contracting clauses - 7.9.5 Travel and Living Expenses – National Joint Council Travel Directive;</li> <li>• Annex A – Statement of Work - 11. Travel and Living; and</li> <li>• Annex B – List of deliverables and pricing - 4.1 Authorized travel and living expenses for Work;</li> </ul> <p>To ensure there is no confusion, could the Crown please confirm that travel to and within the NCR will not be reimbursed during the life of the contract.</p>	<p>Correct. Travel to and within the NCR will not be reimbursed.</p> <p>In addition, Canada has amended Section 4.1 of Annex B List of Deliverables and Pricing to state the following:</p> <p><b>“4.1 Authorized Travel and Living Expenses for Work</b></p> <p><i>Concerning the requirements to travel described in section 11.42 of the Statement of Work in Annex A, the Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work done, delivered or performed outside of a radius of 100 kilometers of the <del>Contractor’s place of business</del> <b>DND Carling campus located at 60 Moodie Drive, Ottawa</b>, at cost, without any allowance for profit and administrative overhead, in accordance with the meal, private vehicle and incidental expenses</i></p>





Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

		<p><i>provided in Appendices B, C and D of the National Joint Council Travel Directive; and with the other provisions of the directive referring to "travellers", rather than those referring to "employees."</i></p> <p><i>Canada will not accept travel and living expenses that may need to be incurred by the Contractor for any relocation of resources required to satisfy its contractual obligations.</i></p> <p><i>All travel must have the prior authorization of the Technical Authority.</i></p> <p><i>The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit."</i></p>
11	<p>Point rated criteria R2 on page 80, indicates that Bidder's will receive 30 points if they have "demonstrated experience" implementing RPA in a large public sector client. It appears that full points can be scored with a single demonstrated experience, but we wish to clarify. Given that there are now many RPA implementations in public sector, would the Crown consider awarding the 30 points across more demonstrated experience, similar to the other rated criteria (e.g. 10 points per project to a maximum of 30 points)?</p>	<p>Yes; for Rated Criterion R2, Canada will accept a maximum of 3 projects at 10 points per project to a maximum of 30 points.</p> <p>As such, the Scoring Method for Rated Criterion R2 is amended to state the following:</p> <p><i>``10 points per project to a maximum of 3 projects``</i></p>
12	<p>For all projects in response to rated requirements R1 to R6 (pages 79-83), the client name, contract value, and client reference are required. The contract value is highly confidential and requires us to get agreement from up to 24 different clients to be disclosed if we include the maximum numbers of projects for R1 through R6. It is unlikely that all clients will agree to this disclosure. As contract value is not included as part of the rated criteria itself, we are requesting that this requirement be removed. Alternatively, to maintain client confidentiality, we could provide contract value, but not the client name or reference (client industry could be provided).</p>	<p>All bid evaluation information obtained in a solicitation process is considered "business confidential" and used for evaluation purposes only. This information is required in order to validate demonstrated experience, as determined by the evaluation team.</p>
13	<p>Section 2.1 Standard Instructions, Clauses and Conditions states that submitted bids must be valid for 240 days.</p> <p>Standard SACC terms require that bids must remain valid for 60 days and; revised to require 90 days in some procurements. Given the pricing complexity of the financial proposal for</p>	<p>The 240-day bid validity will remain as-is.</p>





Request for Proposals No. W6369-200130/A  
Robotic Process Automation (RPA) Software Solution and  
professional services

	this procurement including software and services components over a period up to 3 years, the requirement to maintain pricing for such an extended period creates financial risk that bidders cannot easily mitigate. We respectfully request that the Crown change the bid validity period to 90 days.	
14	We are experiencing a large volume of RFPs from the Government of Canada at the moment and very much hope to offer a quality product for DND. We would respectfully request and extension with a new submission date of 10 Feb 2020.	Canada has extended the bid solicitation date to 10 Feb 2020 at 2:00pm Eastern Standard Time.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME AND IN FULL EFFECT.**