



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

**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

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

Instructions: See Herein

Instructions: Voir ci-joint

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





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This Amendment no. 005 has been raised to answer the following questions:

	Questions	Answers
15	<p>Regarding the mandatory requirement M2, would the Department of National Defence consider lowering the number of years' experience required? As a relatively new technology, RPA has only truly been developing for approximately 5 years. Thus, we suggest that you reduce the experience requirements in for the project leadership team (M2).</p>	<p>Mandatory criterion M2 will remain as stated in Attachment 4.1 to Part 4 Bid Evaluation Criteria.</p>
16	<p>Reference Amendment 003 QUESTIONS AND ANSWERS, Answer 4 which states "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 %.</p> <p>Please see the Basis of Selection example provided in section 4.2.3."</p> <p>Please confirm our understanding of Answer 4. The first step in the process to establish the bidder's pricing score is adding the totals in Section 1 + Section 2 + Section 3 = bidder's evaluated price. The next step is calculating each bidder's points using the lowest evaluated price of compliant bidders divided by the bidder's evaluated price x 30% = point score.</p> <p>Additionally we are requesting a 3 week extension given the significant amount of work to ensure a quality and compliant bid plus time needed in contacting and working with our project reference clients.</p>	<p>Please see RFP Amendment questions and answers 4 and 15.</p>
17	<p>"In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work."</p> <p>The bid evaluation criteria listed in Attachment 4.1 to Part 4 (page 77) do not include any evaluation criteria related to understanding the requirements or demonstrating capability to carry out the work. Please indicate how these items will be evaluated in the technical evaluation. It</p>	<p>Attachment 4.1 to Part 4 has been amended as follows:</p>



likely requires the addition of a rated requirement in the table starting on page 79.

ATTACHMENT “4.1” to PART 4 - BID EVALUATION CRITERIA

1. MANDATORY CRITERIA

Item	Mandatory Requirements	Bid preparation Instructions
M1	<p>Corporate Experience</p> <p>The Bidder must clearly demonstrate its experience having developed and implemented robotic process automation (RPA) solutions in Human Resources (HR) production environments through at least two (2) contracts* within the last 60 months from date of bid closing.</p> <p>*Both contracts must have been with either a Government entity (federal, provincial, state or municipal) or large* private corporation in which their employees are subject to various job classifications and pay rates.</p> <p><i>*Large private corporation is defined as having a minimum of 10,000 employees.</i></p>	<p>The Bidder must provide the following for each contract:</p> <ul style="list-style-type: none"> • Name of the client organization; • A brief description of the RPA implementation contract including scope, contract value, deliverables, objectives achieved • The implementation plan for one of the two contracts. • Start and end date of the contract • Client reference – provide employee name, title and telephone number and/or email address of the client’s project and/or technical authority.
M2	<p>Project Leadership Team</p> <p>The bidder must propose a team of 2 Senior Business Consultants and demonstrate that each proposed resource has a minimum of ten (10) years’ experience in the last fifteen (15) years from date of bid closing in the role of Senior Business Consultant.</p> <p>The proposed team must have a combined experience working on:</p> <ul style="list-style-type: none"> • 3 projects completed in the area of Human Resources Transformation; • 2 implementation projects completed in the area of Robotic Process Automation; and • 3 projects completed in the area of Analytics. 	<p>The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resources, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.</p>
Software	The bidder must demonstrate that:	



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M3	The proposed solution includes all software components and licenses required to run a Robotic Process Automation (RPA) system.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M4	The proposed solution provides a graphic user interface (GUI) adapter layer between the native GUI and the Robotic Process Automation so that their logic can function independently. The solution must NOT reference or be dependent on pixel location for Bot functionality	The bidder must demonstrate that their proposed software meets the criteria outlined.
M5	The proposed solution interacts with data from at least MS Excel, MS Word, MS Outlook, GUI, text, and mainframe screens.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M6	The proposed solution supports the manipulation of mouse and keyboard actions in the automation processes.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M7	The proposed solution be compatible with SAP, Microsoft Excel, MS Outlook, MS Exchange Server without the need of further customization (without changes to the interface beyond the presentation layer that involve coding or customization).	The bidder must demonstrate that their proposed software meets the criteria outlined.
M8	The proposed solution supports the Enterprise browser standard – Edge or Internet Explorer (version 11 or later) without degradation in functionality.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M9	The proposed solution provides multiple levels of support (online help, comprehensive user guide, extended support) to ensure the system can be supported without ongoing professional services from the vendor.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M10	The proposed solution does not interfere with the operation of any Anti-Virus, Anti-Malware or Host Intrusion Detection systems on a host computer.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M11	The proposed solution does not store information gathered from an application longer than the duration of the robotic automated business process.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M12	The proposed solution supports the packaging and the re-usability of the scripts, configuration and fully supports the development of the automation process in one environment and a seamless deployment to another environment.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M13	The proposed solution has Attended and Unattended capabilities as well as allowing a hybrid automation enabling robots to run on user desktops (Attended) with human interaction and/or on servers (Unattended) without human interaction.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M14	The proposed solution is capable of dynamically up-scaling and down-scaling robots in simultaneous operations.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M15	The proposed solution has automation capabilities for non-technical users who do not have programming knowledge. The bidder must explain what features are available for building workflow that will allow easy-of-use e.g. Drag & Drop, visual process modelling.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M16	The proposed solution provides audit and reporting capabilities in a centralized view.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M17	The proposed solution includes pre-built activities / actions out-of-the-box that can be used to build processes without extensive	The bidder must demonstrate that their proposed software meets the criteria outlined.



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	development or customization. The bidder should indicate the number of activities and the complexity levels of each.	
M18	The proposed solution allows for multi-tenancy as well as the ability to partition bots by environment.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M19	The proposed solution supports the development and the automated text scripts using recorders and wizards.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M20	The proposed solution supports 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.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M21	The proposed solution allows re-usability of built workflows and automations that are housed in a centralized repository to ultimately be available for simplified scaled deployments.	The bidder must demonstrate that their proposed software meets the criteria outlined.
M22	The proposed solution will integrate with the PeopleSoft HR system at version 8.9 or higher.	The bidder must demonstrate that their proposed software meets the criteria outlined.

2. POINT RATED CRITERIA

Item	Rated Requirement	Scoring Method	Max Score	Bid preparation Instructions
R1	<p>Corporate Experience</p> <p>The Bidder should demonstrate it has implemented Robotics Process Automation solutions at an enterprise level to a large organization* in which their employees are subject to multiple job classifications and pay rates.</p> <p>The projects must be different than those provided in M1.</p> <p><i>*Large organization is defined as having a minimum of 10,000 employees</i></p>	5 points per project to a maximum of 8 projects	Maximum 40 points	<p>The Bidder must provide the following for each contract proposed:</p> <ul style="list-style-type: none"> Name of the client organization; A brief description of the RPA implementation contract, including scope, contract value, deliverables, objectives to be achieved and the results/outcome of the contract Start and end date of the contract <p>Client reference – provide employee name, title and telephone number</p>



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				and/or email address of the client's project and/or technical authority
R2	<p>The Bidder should demonstrate its experience having developed and implemented a Robotics Process Automation solution, in a lead role, for a large Public Sector client which included transformation of business processes and improved outcomes.</p> <p><i>* Large Public Sector is defined as having a minimum of 10,000 employees</i></p>	<p>Demonstrated experience = 30 points, No demonstrated experience = 0 points</p>	Maximum 30 points	<p>The Bidder must provide the following for each contract proposed:</p> <ul style="list-style-type: none"> • Name of entity having developed and implemented the RPA solution; • Name of the client organization; • A brief description of the RPA implementation contract, including scope, contract value, deliverables, objectives to be achieved and the results/outcome of the contract • Start and end date of the contract



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				Client reference – provide employee name, title and telephone number and/or email address of the client’s project and/or technical authority
R3	<p>The Bidder should demonstrate that their parent company or affiliates have developed and implemented Robotics Process Automation solutions at an enterprise level to a large organization* in which their employees are subject to multiple job classifications and pay rates.</p> <p>The projects must be different than those provided in M1 and R1.</p> <p><i>*Large organization is defined as having a minimum of 10,000 employees</i></p>	5 points per project up to a maximum of 3 projects	Maximum 15 points	<p>The Bidder must provide the following for each contract proposed:</p> <ul style="list-style-type: none"> • Name of entity having developed and implemented the RPA solution; • Name of the client organization; • A brief description of the RPA implementation contract, including scope, contract value, deliverables, objectives to be achieved and the results/outcome of the contract • Start and end date of the contract • Client reference – provide employee name, title and telephone number and/or email address of the client’s project and/or technical authority.
R4	Project Leadership Team – Knowledge of the environment	5 points per project to a	Maximum 25 points	The Bidder must provide the following for each projects:



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	<p>The proposed team of 2 Senior Business Consultants should demonstrate their combined experience having developed and implemented RPA solutions.</p> <p>The projects must be different than those provided in M2.</p>	<p>maximum of 5 projects</p>		<ul style="list-style-type: none"> • Name of the client organization; • A brief description of the contract, including scope, contract value, deliverables, objectives to be achieved and the results/outcome of the contract • Start and end date of the contract • Client reference – provide employee name, title and telephone number and/or email address of the client's project and/or technical authority
R5	<p>The proposed team of 2 Senior Business Consultants should demonstrate their combined experience having developed and implemented HR transformation projects in a large organization*.</p> <p>HR Transformation should include:</p> <ul style="list-style-type: none"> • Change in operating model • Change in technology environment • End user experience • Increase in automation <p>The projects must be different than those provided in M2.</p>	<p>5 points per project to a maximum of 4 projects</p>	Maximum 20 points	<p>The Bidder must provide the following for each projects:</p> <ul style="list-style-type: none"> • Name of the client organization; • A brief description of the contract, including scope, contract value, deliverables, objectives to be achieved and the results/outcome of the contract • Start and end date of the contract • Client reference – provide employee name,



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	<i>*Large organization is defined as having a minimum of 10,000 employees</i>			title and telephone number and/or email address of the client's project and/or technical authority.
R6	<p>The proposed team of 2 Senior Business Consultants should demonstrate their combined experience having developed and implemented analytics projects.</p> <p>The projects must be different than those provided in M2.</p>	5 points per project to a maximum of 4 projects	Maximum 20 points	<p>The Bidder must provide the following for each projects:</p> <ul style="list-style-type: none"> • Name of the client organization; • A brief description of the contract, including scope, contract value, deliverables, objectives to be achieved and the results/outcome of the contract • Demonstrated experience developing analytics solutions using analytics applications such as Power BI, SAP BOBJ, Tableau • Start and end date of the contract • Client reference – provide employee name, title and telephone number and/or email address of the client's project and/or



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				technical authority
R7	The Bidder should demonstrate that the proposed solution includes both English and French user interfaces.	10 points - If Bidder has EN/FR interfaces at bid closing; 0 points – if Bidder does NOT have EN/FR interfaces as bid closing.	Maximum 10 points	The necessary documentation to support the bid in meeting this criterion should be included.
	Total maximum 160 points			

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