



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. 006 has been raised to answer the following questions:

	Questions	Answers
18	<p>Question and Answer #4 outlines amendments to Attachment 4.2 to Part 4 –Financial Proposal. We respectfully request clarification as we work to finalize the financial response. Please confirm our understanding that:</p> <p>1. Professional Services pricing requires a daily rate including travel and living and that all single daily rates per resource category will be added up to determine of Total Cost of Professional Fees; and</p> <p>2. For Software, Maintenance and Support pricing, bidders are to state the unit of measure and price per unit of measure that will be used to acquire the software license under the terms of the RFP.</p>	<p>Canada’s responses are as follows:</p> <p>1. For the Professional Services, that is correct.</p> <p>2. Please see question 23 below.</p>
19	<p>“Phase 1 – Planning and Proof of Concept outlines tasks that may include, but are not limited to tasks 5.1.1 to 5.1.6. Task 5.1.3 outlines “Install and test RPA software in a DND development/test environment on an identified e-Staffing business process(es) based of planning outcomes and as indicated by the Technical Authority”</p> <p>Phase I requires software to be purchased in order to deliver both Phase I (planning and proof of concept) and Phase II (implementation of e-staffing). Please confirm the respondent can invoice DND for the SW required to deliver Phase I & II upon contract award.</p>	<p>Detailed discussions regarding the scope of work can be held between the winning bidder and the Technical Authority after contract award. The invoice submission process shall be conducted in accordance with the contract.</p>
20	<p>Mandatory criterion M1 states that the contract must have been with either a Government entity (federal, provincial, or municipal) or large private corporation. Please confirm that a provincially-funded organization, such as a university or hospital, meets your definition of Government entity.</p>	<p>Yes, Canada will accept this experience.</p>
21	<p>How will mandatory criteria M3-M22, relating to software, be evaluated in the technical evaluation?</p>	<p>The bidder should demonstrate that their proposed software meets the criteria outlined for mandatories M3-M22. In addition, please see section 4.2.4 Proof of Proposal Testing in the RFP.</p>
22	<p>Could DND please confirm that the most recent amendment (Amendment 5) mistakenly does not reflect the change in Q&A 11 to R2 where “the Scoring Method for Rated Criterion R2 is amended to state the following: “10 points per project to a maximum of 3 projects”” and that, in</p>	<p>Yes, this was an error. Canada has amended rated criterion R2 in Attachment 4.1 to Part 4 as follows:</p>



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	order to achieve 30 points for R2, Bidders are required to provide up to 3 project for 10 points per project?	
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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 Robotics Process Automation solutions, in a lead role, for a large Public Sector clients 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>	10 points per project to a maximum of 3 projects	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			

23	The software, maintenance and support pricing requested in Attachment 4.2 to Part 4 (page 85) requires bidders to indicate the unit of issue. Leaving it up to bidders to select the unit of issue introduces risk that the Crown will receive bids that are not comparable from a pricing perspective. It is relatively standard in the Robotic Process Automation software industry to provide pricing on a 'per bot' basis. It is suggested that the Crown define the Unit of Issue in column C of the table to be 'per bot'. If DND chooses not to define the units, please indicate how DND will ensure comparability of the software pricing across the bids from different vendors.	Attachment 4.2 to Part 4 has been amended to update section 3 table to replace "Price Per Unit" to state "Price Per Bot", as follows:
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Attachment 4.2 to Part 4 – Financial Proposal

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 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)
Initial Contract Period: from date of contract to 31 March 2022 (estimated)		
Project Management Consultant		
Business Consultant	Senior	



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Business Consultant	Intermediate	
Business Consultant	Junior	
Programmer/Software Developer	Senior	
Programmer/Software Developer	Intermediate	
Programmer/Software Developer	Junior	
Technical Architect		
Extended Contract Period 1 (If Option is Exercised): 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		
Extended Contract Period 2 (If Option is Exercised): 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.



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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

	A	B	C	D
Item No.	Description	Unit	Price per Bot	Bid Price
				B X C
Initial Contract Period Year 1:				
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		
Initial Contract Period Year 2:				
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			
Option Period 1				
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			



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	A	B	C	D
Item No.	Description	Unit	Price per Bot	Bid Price
				B X C
Option Period 2				
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 #

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 \$ _____

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