Public Works and Government Services Canada / Travaux publics et Services gouvernementaux Canada

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

INVITATION TO TENDER
APPEL D'OFFRES

Tender To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Soumission aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Invitation to Qualify (ITQ)

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 speciales d'approvisionnement
Terrasses de la Chaudière 4th Floo
10 Wellington Street
Gatineau
Québec

Title - Sujet ITQ: ISS GoC Pay System	
Solicitation No. - N° de l'invitation EP961-200285/B	**Date** 2020-05-07
Client Reference No. - N° de référence du client 20200285	**GETS Ref. No. - N° de réf. de SEAG** PW-$$XE-672-37773
File No. - N° de dossier 672xe.EP961-200285	**CCC No./N° CCC - FMS No./N° VME**
Solicitation Closes - L'invitation prend fin **at - à** 02:00 PM **on - le** 2020-06-17	**Time Zone** **Fuseau horaire** Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. **Plant-Usine:** ☐ **Destination:** ☐ **Other-Autre:** ☐	
Address Enquiries to: - Adresser toutes questions à: Dooley, Ian	**Buyer Id - Id de l'acheteur** 672xe
Telephone No. - N° de téléphone (613) 482-9536 ( )	**FAX No. - N° de FAX** ( ) -
Destination - of Goods, Services, and Construction: **Destination - des biens, services et construction:** DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	**Delivery Offered - Livraison proposée**
Vendor/Firm Name and Address **Raison sociale et adresse du fournisseur/de l'entrepreneur** **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**	

Canada

In-Service Support for the Government of Canada Pay System

for

Public Services and Procurement Canada (PSPC)

Invitation to Qualify (ITQ)

ITQ No. EP961-200285/B

Table of Contents

In-Service Support for the Government of Canada Pay System

Invitation to Qualify

1. General Information

1.1 Introduction

a) **Phase 1 of the Procurement Process: This Invitation to Qualify (ITQ)** is the first phase of a two phase procurement process by Public Works and Government Services Canada (PWGSC), on behalf of Public Works and Government Services Canada, Pay Solutions Branch, for the renewal of In Service Support for the Government of Canada Pay System (Phoenix). Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become "Qualified Respondents" for any later phases of the procurement process. Only Qualified Respondents will be permitted to bid on any subsequent solicitation issued as part of the procurement process.

b) **Further Evaluation of Qualified Respondents**: Even though certain suppliers may be pre-qualified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.

c) **ITQ is not a Bid Solicitation**: This ITQ process is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any of the preliminary requirements included as part of the Project at any time during the ITQ phase or any other phase of the procurement process. Given that the ITQ process may be partially or completely cancelled by Canada, it may not result in the subsequent procurement process described in this document. Respondents and Qualified Respondents may withdraw from the procurement process at any time. Therefore, suppliers who submit a response can choose not to bid on any subsequent solicitation.

1.2 Overview

a) **Program background information:**

In August 2010, the Government of Canada embarked on a multi-year initiative to replace the aging payroll system used to pay approximately 300,000 Government of Canada employees. This initiative, called the Transformation of Pay Administration Initiative, consisted of two separate but equally important, related projects: the Pay Modernization Project and the Pay Consolidation Project.

The Pay Modernization Project replaced the Regional Pay System with a PeopleSoft based modern payroll system, an application that eventually came to be called Phoenix. Phoenix went live in February 2016 following a 5 year development cycle.

The Pay Consolidation Project consolidated the compensation function, which resided within each Government of Canada department, under Public Services and Procurement Canada and within a single location in Miramichi, New Brunswick. Today, 44 departments representing approximately 200,000 civil servants are provided with compensation services based out of the Miramichi Pay Centre and satellite pay offices across the country.

Currently, the GC is examining all aspects of the HR-to-Pay environment, including a review of all systems and processes involved in the end to end chain, with a view to stabilizing operations and lowering the queue of outstanding transactions awaiting processing.

Much progress has been made since 2016. Code release frequency has decreased, functionality de-scoped at go-live has been implemented and improved upon. Additionally, a significant amount of new technical improvements have been implemented. From an operations management perspective, significant improvements have been made in the way the application is operated and supported. This includes troubleshooting guides, more proactive issue identification processes, better QA, and a leaning of processes that have improved speed of resolution when they occur.

b) **Scope of Procurement:**

i) **In Service Support Services:** PWGSC is seeking a contractor to provide in service support services for Phoenix on an Application Managed Services (AMS) basis. The successful supplier would be required to provide functional, technical and ad hoc support including troubleshooting and code fixes, testing and implementing updates, monitoring and improving system performance, connections and interfaces, generate reports and respond to service requests for Phoenix.

This ITQ is being issued by PWGSC. It is intended that the contract resulting from any subsequent solicitation would be used by PWGSC to provide in service support services for the Government of Canada Pay System. Please refer to Annex A – Statement of Work for more detailed information on the requirement.

ii) **Number of Contracts**: PWGSC is currently contemplating the award of one contract.

iii) **Term of Resulting Contract**: The anticipated term of the resulting contract will be for a period of two years, plus up to ten options periods of one-year each.

c) **Trade Agreements:**

This procurement is subject to all of the obligations of the trade agreements listed below.

- Canada-Colombia Free Trade Agreement (CCoFTA
- Canada-Peru Free Trade Agreement (CPFTA)
- Canada-Chile Free Trade Agreement (CCFTA)
- North American Free Trade Agreement (NAFTA)
- World Trade Organization-Agreement on Government Procurement (WTO-AGP)
- Canada-Panama Free Trade Agreement (CPaFTA)
- Canada-Korea Free Trade Agreement (CKFTA)
- Canadian Free Trade Agreement (CFTA)
- Comprehensive Economic and Trade Agreement (CETA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

The Comprehensive Land Claims Agreements (CLCAs) do not apply.

1.3 Anticipated Procurement Process

This ITQ is the first phase in the procurement process for the In Service Support for the Government of Canada Pay System. Although the procurement process remains subject to change (and even to cancellation, in accordance with PWGSC's Standard Instructions), Canada currently anticipates that the procurement process will be conducted in the following phases:

a) **Phase 1 – Invitation to Qualify (ITQ)**: This ITQ will be used to qualify Respondents to participate in the subsequent phases of the procurement process.

b) **Phase 2 – Request for Proposals (RFP):** Canada anticipates releasing a RFP to those Qualified Respondents from Phase 1 of this procurement process who remain qualified at the time the RFP is released.

c) **Contract Award**: Canada anticipates recommending the responsive bid with the highest combined rating of technical merit and price for the award of a contract.

1.4 Fairness Monitor

Canada has appointed Samson & Associates CPA / Consultation Inc. as a fairness monitor for this procurement. The fairness monitor will, for example, observe the evaluation of responses to determine whether Canada has adhered to the evaluation process described in the solicitation. The fairness monitor is under obligations pursuant to its contract with Canada to maintain the confidentiality of all information received as a result of its participation in this procurement process.

1.5 Conflict of Interest

Without limiting Canada's rights under Article 18 of 2003 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, the following private sector individuals and non-crown employees have been engaged in the preparation and may participate in the evaluation of responses:

Name	**Company/Entity**
Derek De Gannes	Systematix IT Solutions
Raymond Roy	Systematix IT Solutions

2. Instructions for Respondents

2.1 Standard Instructions, Clauses and Conditions

a) All instructions, clauses and conditions identified in the ITQ by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual, (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada. These instructions, clauses and conditions are incorporated by reference and they form part of this document as though they were expressly set out here in full.

b) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ, including those incorporated by reference.

c) The 2003 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the ITQ, except that:

i) Wherever the term “bid solicitation” is used, substitute “Invitation to Qualify”;

ii) Wherever the term “bid” is used, substitute “Response”;

iii) Wherever the term “Bidder(s)” is used, substitute “Respondent(s)”;

iv) Subsection 05(4), is deleted, as this ITQ invites Respondents to qualify. Canada will assume that all Respondents wish to continue to qualify unless they advise the Contracting Authority that they wish to withdraw their Response;

v) Subsection 08(1) is deleted, as transmission of responses by facsimile are not authorized for this ITQ.

vi) Delete subsection 20 – Further Information.

d) If there is a conflict between the provisions of this document and any documents that are incorporated into it by reference as set out above, this document prevails.

2.2 Questions and Comments

All enquiries must be submitted in writing to the Contracting Authority via e-mail (Ian.Dooley@tpsgc-pwgsc.gc.ca) no later than seven calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as “proprietary” will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.3 Submission of Only One Response

a) A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a joint venture.

b) Each Respondent (including related entities) will be permitted to qualify only once. If a Respondent or any related entities participate in more than one response (participating means being part of the Respondent, not being a subcontractor), Canada will provide those Respondents with 2 Federal Government Working Days (FGWDs) to identify the single response to be considered by Canada. Failure to meet this deadline may result in all the affected responses being disqualified or in Canada choosing, in its discretion, which of the responses to evaluate.

c) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is an individual, corporation, partnership, etc.) an entity will be considered to be “related” to a Respondent if:

   i) they are the same legal entity as the Respondent (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);

   ii) the entity and the Respondent are “related persons” or “affiliated persons” according to the Canada *Income Tax Act*;

   iii) the entity and the Respondent have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or

   iv) the entity and the Respondent otherwise do not deal with one another at arm’s length, or each of them does not deal at arm’s length with the same third party.

d) Despite any restrictions set out above, a Respondent may act as a subcontractor to another Respondent.

e) Any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.

   Example 1: Supplier A does not itself have all the experience required by the ITQ. However, Supplier B has the experience that Supplier A lacks. If Supplier A and Supplier B decide to team up to submit a response together as a joint venture, both entities are together considered the Respondent. Neither Supplier A nor Supplier B can team up with another supplier to submit a separate response, because each is already part of a Respondent.

   Example 2: Supplier X is a Respondent. Supplier X’s subsidiary, Supplier Y, decides to team up with Supplier Z to submit a response as a joint venture. Suppliers Y and Z, as well as Supplier X, will all be asked to determine which one of the two responses will be considered by Canada. Both responses cannot be submitted, because Supplier Y is related to Supplier X as an affiliate.

f) By submitting a response, the Respondent is certifying that it does not consider itself to be related to any other Respondent.

g) The Contracting Authority may still require that one or more of the entities constituting a Respondent submit a certification or legal opinion regarding whether or not it is related to any other Respondent and explaining why.

2.4 Security Requirement

a) There are no security requirements for the ITQ.

b) There will be security requirements for the resulting Contract. Preliminary security requirements for the resulting Contract are outlined in Annex D – Security Requirements Check List of this document to assist Suppliers.

c) As there will be security requirements for the resulting Contract, Suppliers that do not currently have personnel and organization security clearances through the Canadian federal government or their respective domestic Industrial Security Program, or Suppliers that do not meet the anticipated security requirements outlined in Annex D, should begin the clearance process early by contacting the Industrial Security Program (ISP) of PWGSC (http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) website, or their respective domestic Industrial Security Program, as applicable.

3. Preparing and Submitting a Response

3.1 General Instructions

a) Responses must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of this ITQ.

b) Due to the nature of this ITQ, responses transmitted by facsimile to PWGSC will not be accepted.

c) Canada requests that the Respondent submits its response in accordance with section 08 of the 2003 Standard Instructions (2019-03-04). Respondent must provide their response in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

3.2 Language for Future Communications

Each Respondent is requested to identify, in its Response Submission Form, which of Canada's two official languages it chooses to use for future communications with Canada regarding this ITQ and any subsequent phases of the procurement process.

3.3 Content of Response

A complete response to this ITQ consists of all of the following:

a) **Responses to the Mandatory Criteria at Annex B (Mandatory at ITQ Closing)**: The response must include all the information demonstrating compliance with the Mandatory Criteria found in Annex B. Respondents can provide information demonstrating their compliance with the Mandatory Criteria using Attachment 1 to Annex B – Reference Project Template.

b) **Response Submission Form at Annex C**: Respondents are required to include the Response Submission Form. It provides a common form in which Respondents can provide information such as a contact name, the Respondent's Procurement Business Number, the language for future communications with Canada about this procurement process, etc. If Canada determines that the information requested by the Response Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to provide the additional information or make the correction. Providing the information when requested during the evaluation period is mandatory.

3.4 Electronic Submission of Response

a) **Submission of Response**: Respondents must use the epost Connect service provided by Canada Post Corporation to transmit their response electronically, in accordance with the Standard Instructions 2003 08 (2019-03-04) paragraph 2.

b) **epost Connect**

i) Unless specified otherwise in the bid solicitation, bids may be submitted by using the epost Connect service provided by Canada Post Corporation.

i. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is: tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca or, if applicable, the email address identified in the bid solicitation.

ii) To submit a bid using epost Connect service, the Bidder must either:

i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or

ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.

iii) If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.

iv) If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.

v) The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.

vi) It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.

vii) For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:

i. receipt of a garbled, corrupted or incomplete bid;

ii. availability or condition of the epost Connect service;

iii. incompatibility between the sending and receiving equipment;

iv. delay in transmission or receipt of the bid;

v. failure of the Bidder to properly identify the bid;

vi. illegibility of the bid;

vii. security of bid data; or,

viii. inability to create an electronic conversation through the epost Connect service.

viii) The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.

ix) Bidders must ensure that that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.

x) A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

4. Process for Evaluating Responses

4.1 Evaluation of Respondent Qualifications

Canada will evaluate each Response against all the mandatory criteria described in this ITQ. The provisions of Standard Instructions - Goods or Services - Competitive Requirements 2003 (2019-03-04) that relate to evaluation also apply. A response must comply with all the requirements of the ITQ in order to be declared responsive.

Criteria bearing a number preceded by “M” in Annex B will be evaluated using the response submitted at ITQ closing.

4.2 Phased Response Compliance Process

a) Canada is conducting the Phased Response Compliance Process (PRCP) described below for this ITQ.

b) Notwithstanding any review by Canada during the PRCP, Respondents are and will remain solely responsible for the accuracy, consistency and completeness of their response and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in responses or in communications by a Respondent with Canada.

c) The Respondent acknowledges that the PRCP is preliminary and does not preclude a finding in the evaluation phase that the response does not comply with the mandatory criteria of this ITQ which were subject to the PRCP and notwithstanding that the response had been found responsive in such earlier phase. Canada may deem a response non-compliant with a mandatory criteria at any phase.

d) The Respondent also acknowledges that its answer to a notice or a Compliance Assessment Report (CAR) in the PRCP may not be successful in demonstrating compliance to the mandatory criteria that are the subject of the notice or CAR, and may render its response non-compliant to other mandatory criteria.

e) Canada may, in its discretion, request and accept at any time from a Respondent and consider as part of the response, any information to correct errors or deficiencies in the response that are clerical or administrative, such as, without limitation:

   i. failure to sign the response or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge;

   ii. failure to provide a procurement business number or contact information such as names, addresses and telephone numbers.

   This will not limit Canada’s right to request or accept any information after the ITQ closing in circumstances where the ITQ expressly provides for this right. The Respondent will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the response being declared non-compliant and disqualified.

f) The PRCP does not limit any of Canada’s rights that are outlined throughout this ITQ.

g) Canada will send any notice or CAR by email. The Respondent must submit its answer by the method stipulated in the notice or CAR. An email answer permitted by the notice or CAR is deemed received by Canada on the date and time it is received in Canada’s email inbox at Canada’s email address specified in the notice or CAR. A notice or CAR sent by Canada to the Respondent at any address provided by the Respondent in or pursuant to the response is deemed received by the Respondent on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of an answer, however caused.

4.3 Basis of Qualification

a) Each Respondent whose response meets all the requirements of this ITQ specified in Annex B of this ITQ will become a Qualified Respondent for the next stage of the procurement process.

b) Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. For example, if a particular certification is a requirement of this ITQ and the Respondent's certification changes or lapses, so that the Respondent no longer meets the requirements of this ITQ, Canada may disqualify that Qualified Respondent. Similarly, if information comes to the attention of Canada that calls into question any of the Qualified Respondent's qualifications under this ITQ, Canada may re-evaluate that Qualified Respondent. If Canada re-evaluates the qualification of any Qualified Respondent, Canada may request further information and, if the Qualified Respondent fails to provide the requested information within 5 business days (or a longer period provided by the Contracting Authority), Canada may disqualify the Qualified Respondent.

c) Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases of the procurement process, unless Canada determines, in its sole discretion, that the circumstances to conduct a second qualification round.

d) All Respondents will be notified in writing regarding whether or not they have qualified.

4.4 ITQ Second Qualification Round

a) Canada reserves the right, in its sole discretion, to conduct a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.

b) If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the first qualification round.

c) Any Respondent who does not qualify as a result of any second qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for any subsequent phases of this procurement process.

4.5 ITQ Mandatory Criteria – Evaluation Approach

Each Response will be reviewed for compliance with the mandatory criteria of this ITQ. The Technical mandatory criteria are specified in Annex B to the ITQ. All requirements that are mandatory are identified specifically with the words "must" or "mandatory" and bear a number preceded by "M" in Annex B. Reponses that do not demonstrate how it meets each and every mandatory criteria will be considered non-responsive and be disqualified.

Where specified, Respondents must substantiate their responsiveness with the mandatory criteria by providing specific information or supporting documentation. Canada will not consider information from external references (e.g. web pages, books, standards, etc.).

4.5.1 <u>Evaluation of Experience of Respondent's Teaming Members</u>

In the Respondent's response to each requirement where corporate or key personnel experience is being evaluated, the Respondent must specify the name of the entity whose experience is being submitted for evaluation (i.e., whether the experience is that of the Respondent, the parent organization, a Joint Venture partner, etc.). In addition, in the event that the Respondent is using the experience of a parent, an affiliated organization, any subsidiary organization or any major first tier subcontractors, the Respondent must clearly indicate under each requirement, as applicable, that it has a teaming agreement or contract with this entity.

For the purpose of this ITQ, a Team Member is any entity that the Respondent is proposing to perform any part of the work and whose experience is being used to meet an evaluation requirement. Team Members under this ITQ can ONLY include the following:

a) For corporate experience, except where otherwise expressly specified, only the experience of joint venture partners, a parent organization, an affiliated organization, any subsidiary organization and any major first-tier subcontractor;

b) For key personnel experience, the experience of an individual from a joint venture partner, a parent organization, an affiliated organization, any subsidiary organization or any major first-tier subcontractor.

Eligible Work Experience: as applicable, the following will apply in assessing the Respondent's response to the mandatory criteria.

c) For Both Corporate and Key Personnel Experience

i. Experience listed without providing any supporting data, in accordance with Annex B, will result in the experience not being included for evaluation purposes.

ii. Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month in the case of the start date and the first day of the month in the case of the finish date.

iii. For a month of experience to be considered, the experience must be for at least 12 working days in the month.

Example:

A Respondent is a joint venture consisting of members X, Y and Z. If the ITQ requires: (a) that the Respondent have 3 years of experience providing maintenance services, and (b) that the Respondent have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the Respondent cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-compliant. (Note: this example is not specific to this ITQ and does not relate to the requirements of this ITQ - it is provided only for illustrative purposes.)

d) For Corporate Experience

i. The corporate experience identified by the Respondent to meet the mandatory criteria must be work for which the Respondent was directly responsible. Corporate experience, as a result of work carried out by a parent organization, any affiliated organization and/or any subsidiary organization that may be associated with the Respondent or general partner of the Respondent, as applicable will only be considered if the experience is accessible to the

Respondent and the Respondent can rely upon and use the referenced experience throughout the performance of any resulting Contract.

To demonstrate this accessibility, the Respondent is required to provide a signed agreement which includes the name(s) of the entity whose experience is being presented for evaluation or the experience will not be considered in the evaluation. The Respondent must provide this certification with its proposal at ITQ closing.

ii. The Respondent may, however, consist of several firms putting one bid together as a joint venture. In the case of such a joint venture, except as otherwise specified, the experience of the firms forming the joint venture will be considered in determining the Respondent's compliance with the mandatory criteria.

e) For Key Personnel Experience

i. For any of the Respondent's proposed personnel, the month(s) of experience listed for a project whose time frame overlaps that of another referenced project will only be counted once. For example: Project 1 time frame is July 2001 to December 2001; Project 2 time frame is October 2001 to January 2002; the total months of experience for these two project references is seven (7).

4.5.2 Reference Checks

a) The Supplier is requested to provide a third-party reference for each project in its response as requested in Annex B - Mandatory Criteria, using Attachment 1 to Annex B: Reference Project Template. If information requested is not provided in the response, the Supplier must provide the information upon request by the Contracting Authority within the timeframe identified in the request. References from representatives of Canada will be accepted.

b) It is the responsibility of the Supplier to confirm in advance that their client contact for the project reference will be available to provide a response and is willing to provide a reference.

c) For the purpose of this evaluation, reference checks may be used to verify and validate the Supplier's response. If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send the reference check request directly to the client contact for the project reference provided by the Supplier. The client contact will have 5 working days (or a longer period otherwise specified in writing by the Contracting Authority) from the date that Canada's e-mail was sent, to respond to Canada.

d) The client contact will be required, within 2 working days after Canada sends out the reference check request, to acknowledge the receipt of the reference check request and identify his or her willingness and availability to conduct such reference check. If Canada has not received the required response from the client contact, Canada will notify the Supplier by e-mail, to allow the Supplier to contact its client contact directly to ensure that he or she responds to Canada within the allotted time. The client contact's failure to respond to Canada's request in a timely manner will result in non-consideration of the Supplier's claimed project experience.

e) Notwithstanding section c), if the client contact is unavailable when required during the evaluation period, the Suppliers will be requested to provide an alternate client contact for the same referenced project. Suppliers will only be provided with this opportunity once for each referenced project and only if the original client contact is unavailable to respond. The process as described in c) is applicable for the reference check with the alternate client contact. The period to respond for either the original client contact, or the alternate client contact, will be a total of 5 working days (or a longer period otherwise specified in writing by the Contracting Authority) in accordance with c).

f) Wherever information provided by a client contact differs from the information supplied by the Supplier, the Supplier will be asked to clarify project reference information provided in its ITQ response. Canada will assess the following information during the evaluation of the Supplier's response: the Supplier's original project reference information; any information provided by the Supplier in response to clarification request(s); and any information supplied by the client contact for the referenced project.

g) A Supplier will not meet the mandatory experience requirement if:

i) the client contact fails to respond to Canada's request in a timely manner;

ii) the client contact states he or she is unable or unwilling to provide the information requested;

iii) the information provided by the Supplier cannot be verified and validated by Canada; or

iv) the client is itself an affiliate or other entity that does not deal at arm's length with the Supplier.

Annex A – Statement of Work

In Service Support of the Government of Canada Pay System (Phoenix): Application Management Services (AMS)

1. Overview of the Service

The intent of this Application Managed Services (AMS) Invitation to Qualify (ITQ) is to qualify suppliers interested in providing Functional, Technical and ad-hoc support including troubleshooting and code fixes, testing and implementing updates, monitoring and improving system performance, connections and interfaces, generate reports and respond to service requests for the Government of Canada Pay System (Phoenix).

In the event that the Government of Canada finds a viable solution through the Next-Generation HR and Pay System initiative, both existing and Next-Generation HR and Pay systems are anticipated to be run in parallel for a period of time, in order to complete sufficient testing and transition preparatory work. The Government of Canada will need to keep the current level of support until a Next Generation Solution is available. The optional years are required to accommodate any solutions that the GC Next-Generation HR and Pay System Team may deliver. This will allow the Government of Canada flexibility to migrate in a systematic way to a new system without compromising its current pay operations.

2. High-Level Requirements

The supplier will be requested to provide:

2.1 AMS - Technical and Functional

Technical and Functional AMS, that support the production and maintenance of the pay system, which include:

a) Application Support (i.e. Break-fix)
b) Systems Administration (i.e. environment management)
c) Application Enhancement Development
d) Payroll Operations/Processing
e) Testing
f) Application Security/Roles Management
g) Transition Support

2.2 Transition Support

Provision of Transition Support to PSPC in the event of a migration to a new Next-Gen Pay System. In this case both the new and the legacy systems will be run in parallel until stabilization is achieved.

2.3 Ad-hoc Services

A number of ‘ad-hoc’ services may be required during the contract period. An example of these services could include: conducting Data Cleansing as part of Transition Support to a potential new solution. This will require the Contractor to transform, extract and load data into a new system. Due to the nature of the Phoenix Pay System, it is expected that a number of additional work projects would be required and would fall into this category of service.

3. Background

In August 2010, the Government of Canada embarked on a multi-year initiative to replace the aging payroll system used to pay approximately 300,000 Government of Canada employees. This initiative, called the Transformation of Pay Administration Initiative, consisted of two separate but equally important, related projects: the Pay Modernization Project and the Pay Consolidation Project.

The Pay Modernization Project replaced the Regional Pay System with a PeopleSoft based modern payroll system, an application that eventually came to be called Phoenix. Phoenix went live in February 2016 following a 5 year development cycle.

The Pay Consolidation Project consolidated the compensation function, which resided within each Government of Canada department, under Public Services and Procurement Canada and within a single location in Miramichi, New Brunswick. Today, 44 departments representing approximately 200,000 civil servants are provided with compensation services based out of the Miramichi Pay Centre and satellite pay offices across the country.

Currently, the GC is examining all aspects of the HR-to-Pay environment, including a review of all systems and processes involved in the end to end chain, with a view to stabilizing operations and lowering the queue of outstanding transactions awaiting processing.

Much progress has been made since 2016. Code release frequency has decreased, functionality de-scoped at go-live has been implemented and improved upon. Additionally, a significant amount of new technical improvements have been implemented. From an operations management perspective, significant improvements have been made in the way the application is operated and supported. This includes troubleshooting guides, more proactive issue identification processes, better QA, and a leaning of processes that have improved speed of resolution when they occur.

4. Functional and Technical Context

The regulatory, policy and legislative structure in place adds to the complexity of Pay Administration today and will remain unchanged in the future. The Government of Canada intends to keep the current business model of having multiple instances of Human Resources Systems and one centralized Pay System, as well as to maintain, evergreen and improve the investments in the current model.

4.1 Functional Requirements

The Business Architecture Framework provides a logical structure for defining the components of the Business Architecture. It comprises a number of elements, each of which is related to the others in the framework. The following table provides a high-level description of each framework element.

Table 1 – Business Architecture Framework Element Descriptions

Framework Element	Description
a) Client Segments	This element of the framework describes the groups of clients who ultimately consume the services provided by the GC Pay Solution.
b) Services	This element describes the services that are provided to clients through various channels.
c) Business Processes	This element outlines the business processes that are supported by the GC Pay Solution.

4.1.1 Client Segments

In the stated business architecture, the delivery of pay services is segmented into two distinct client groups with a number of key differences, as described by the following table.

Table 2 – Client Segments

	PeopleSoft GC HRMS Departments	Non-PeopleSoft GC HRMS Departments
Description	Departments running the endorsed GC HRMS (PeopleSoft).	Departments not running any HRMS (PeopleSoft) & departments running a non-GC-endorsed version of HRMS
End Users	1. Employers (TBS, Separate Employers); 2. Departmental HR; 3. Compensation advisors (Public Service Pay Centre); 4. Financial officers (for Section 33); 5. Managers; and 6. Employees.	1. Employers (TBS, Separate Employers); 2. Departmental HR 3. Compensation Advisors in departments; 4. Financial officers (for Section 33) 5. Managers; and 6. Employees.
Access Channels	1. Self-service; 2. Integration with GC HRMS; and 3. Access to the GC Pay Solution.	1. Self-service; 2. Interface(s) to transmit employee Human Resources (HR) data; 3. Access to the GC Pay Solution; and 4. Integration with SAP HR or custom applications through Web Services for the following departments - Canada Revenue Agency, Canada Border Services Agency, Transport Canada and Statistics Canada.

4.1.2 Services

The Services element of the Business Architecture Framework defines the services that is delivered to client segments. As illustrated in the figure 3, the services provided by the GC Pay Solution include:

a) Pay Account Services: Provides advisory and transactional support for pay account requests (e.g. request status, benefit eligibility, and insurance options) for client department end users.

b) Training Services: Provides training needs analysis, development, and delivery to departmental Compensation Advisors (CAs).

c) Payroll Services: Provides pay transaction processing, remittance, reconciliation, and reporting capabilities for client segments and the government as a whole. Note: For the purposes of organization, payroll services have been categorized into three sub-services:

i. Pre-Payroll Services;
ii. Payroll Operational Services; and
iii. Post-Payroll (Payment and Reconciliation) Services.

d) System Management Services: Provides solution strategy, transition, and operations for the GC PeopleSoft Pay system and ensures that the new GC Pay Solution supports client compensation policies along with legislative requirements.

e) Advisory Services: Provides support and advice to CAs on issues related to the GC Pay Solution as well as the administration of requests related to policy, legislation, and operations that affect pay.

Figure 3 – Pay Administration Services

The services provided through the GC Pay Solution are common to all client segments (i.e. the endorsed GCHRMS (PeopleSoft and non-PeopleSoft departments); however, the delivery of the services to various stakeholders, and the channels through which clients access these services, is different in certain cases, based on the constraints imposed by the integration between the PeopleSoft departmental HR systems, the interface of the PeopleSoft departmental HR systems and the GC Pay Solution.

Employees and managers have access to Payroll Services through one of the various intake channels, and interact directly with Compensation Advisors or through self-service for all pay-related service requests, issues, and inquiries. In addition to performing activities as a part of Payroll Services, Compensation Advisors have direct access to the GC Pay Solution as well as integration with departmental HR systems (in the case of departments running a GC-endorsed version of PeopleSoft HRMS):

1. **GC HRMS PeopleSoft Compensation Advisors:** located in the Public Service Pay Centre, CAs have access to the GC Pay Solution. The GC Pay Solution provides a seamless integration channel between the most current version of the GC HRMS PeopleSoft Management System and the GC Pay Solution. There are 29 small organizations that are hosted on My GCHR that are not clients of the Miramichi pay centre.

2. **Non PeopleSoft Department Compensation Advisors:** have access to the new GC Pay Solution via an on-line interface for data input or a standard batch interface from their Departmental HR System(s) to the new GC Pay Solution. Compensation Advisors may still be required to perform dual entry, input to the GC Pay Solution and their Departmental HR System.

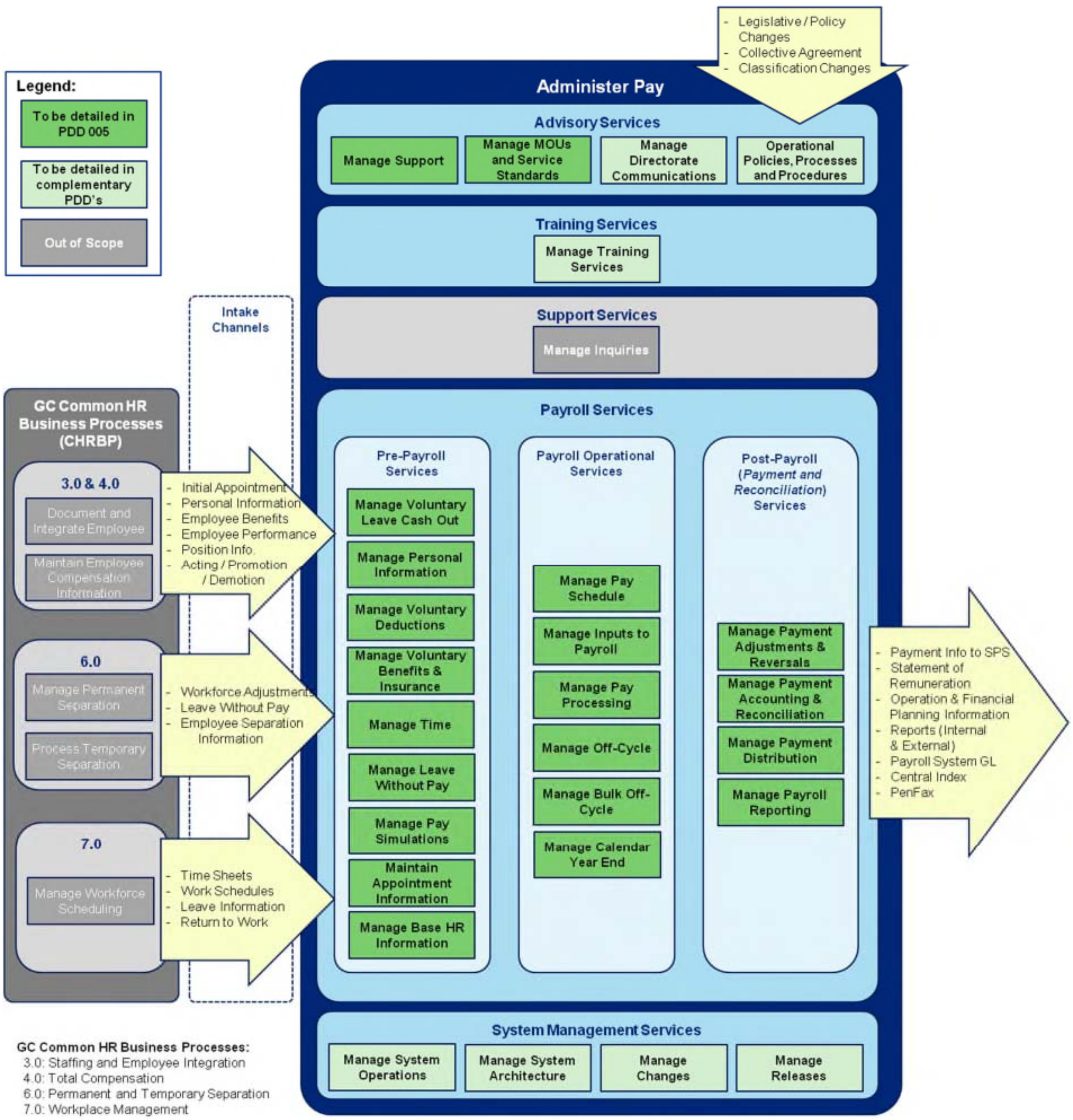
3. **Self-Service Functionality:** employees belonging to departments not using the GC HRMS PeopleSoft System have access to limited self-service functionality. Departments using GC HRMS PeopleSoft (located in the Public Service Pay Centre) have access to industry standard practice employee and manager self-service capabilities as well as automated and streamlined workflow.

For any pay-related advice and training, Compensation Advisors have access to Advisory and Training Services provided by PSPC.

4.1.3 Business Processes

The High Level Business Process Model outlined below provides a summary of all business processes within the scope.

Figure 4 – High Level Business Process Model



4.2 Technical Requirements

The current HR landscape in the Government of Canada consists of multiple HR solutions, and additionally, multiple versions of the HR solution. Although the majority of departments using

PeopleSoft are integrated seamlessly to the Government of Canada Pay Solution, three departments are integrated to the Pay Solution via Web Services and other departments use an online interface for direct data entry.

Phoenix has moved to sustainment mode for production. This includes on-going application management, software upgrades, and implementation of new enhancements such as but not limited to automation of processes and new configurations based on changes to legislation or collective agreements. The integration environment of PeopleSoft instance HR solution and the Government of Canada Pay solution is also subject to changes requiring new and improved integration interfaces

Canada anticipates that the service provider will be required to support GC's pay system. In general terms, the required services include but are not limited to:

a) Troubleshoot & Resolve (Break/Fix);
b) Batch & Interface Management including batch processing monitoring and integration;
c) Broker Queue Management;
d) Application System Administration;
e) Security Administration;
f) Application Currency;
g) System Enhancements;
h) Incident Management;
i) Problem Management;
j) Configuration Management;
k) Release Management;
l) Change Management;
m) User Support and (in some cases training); and
n) Continuous knowledge Transfer to Crown Resources.

5. Current AMS Model

The following are examples of the activities that would be included in the scope:

a) Application Support (Functional and Technical): Items in this category consist of activities to investigate, troubleshoot the root cause of issues opened by various clients/stakeholders, and then create a functional/technical fix to the problem;
b) Systems Administration: Items in this category consist of managing the infrastructure for over 60 separate environments. This includes patching, configuration, technical code migrations, and database backups/restores;
c) Enhancement Development (Functional and Technical): Items in this category include larger scale development projects such as adding new functionality to the code line. This would include translating the business requirements to functional specifications to technical specifications to the actual development, testing and deployment of the code. The vendor must provide a National Capital Region based innovation lab for the development and testing of enhancements related to automation, process, etc.);
d) Payroll Operations/Processing: In this category, a number of activities are required to execute the payroll confirmation process both overnight and during the day (making these particular roles 24-7,365 days per year);
e) Testing: Due to the development of new code being an ongoing effort, a team of testers are required to complete system testing before the new code arrives in production; and
f) Application Security/Roles Management: Under the Governments supervision, Contractor staff provide access controls for new and existing users during certain scenarios.

5.1 Functional AMS

The functional component of the Application Managed Service also follows an industry standard definition. The vendor will be responsible for the end to end functional 24-7 operational support which includes running pay, functional maintenance of the system and functional specifications development aspects of the system as a whole. This includes providing a large swath of varied functional resources (payroll, General Ledger, insurance/benefits, pension etc.) operating on shift work to ensure the pay outcomes are achieved.

Currently, the Functional AMS, has about a 30% touchpoint with the Crown; i.e.; the current Contractor is responsible for 70% of tasks under this AMS. The responsibilities are:

5.1.1 Application Support

a) Planning and Coordination;
b) Incident and Problem Management;
c) Release Management;
d) Service Reporting and Forecasting; and
e) Knowledge Transfer from contractor to PSPC.

5.1.2 Application Enhancement Development

a) Advise PSPC on design and implementation of enhancements required by PSPC;
b) Provide functional analysis/feasibility assessment and a high level estimate of the implementation of selected enhancements;
c) Create and document detailed solution, functional design and configuration for the selected enhancements;
d) Identify test cases for the selected enhancements in accordance with the agreed testing strategy;
e) Develop, test and implement the completed enhancements following the process outlined in the Operations Manual;
f) Responsible for System Testing, meaning Integration, System Integration (SIT) and Regression Testing; and
g) Provide Knowledge Transfer in accordance to the Operations Manual.

5.1.3 Testing

a) Plan, manage, prepare, execute and report on functional unit/integration testing, system integration testing (SIT) and regression testing;
b) Support PSPC during User Acceptance Testing through assistance in planning and coordination;
c) Leverage Full Lifecycle Testing Methodology which encompasses the full software development lifecycle (SDLC), including the Testing requirements traceability process;
d) Expand the usage of test optimization service based on the results of a Combinatorial Test Design feasibility assessment to validate test coverage, identify redundancies and gaps;
e) Update and maintain system testing documentation;
f) Plan, implement and execute test automation as appropriate to support regression testing as defined in the regression test strategy;
g) Perform testing for work that is mutually agreed by both parties; and
h) Define and implement a test data management program identified in the feasibility assessment and test strategy in support of the system testing, regression testing and test automation.

5.1.4 Architecture and PeopleSoft Expertise

a) Provide solution architecture and PeopleSoft expertise for the Phoenix application;
b) Recommend architectural direction and decisions for Phoenix based on PSPC's requirements, PeopleSoft's capabilities, and leading practices;
c) Provide oversight and guidance for change designs and technical change control;
d) Provide sign-off on Change Requests (medium and high, or as required);

e) Work with Crown Business Architect to set strategic direction for the Phoenix solution architecture (application and data);
f) Manage innovation board to drive continuous improvements; and
g) Develop and maintain architectural artifacts.

5.1.5 Application Security/Roles Management

a) Assist PSPC to develop functional security requirements for Phoenix;
b) Provide on-call security support for implementations during off-hours;
c) Perform functional security tasks within Phoenix, such as configuring security for new functionality/modules and resolving application security incidents;
d) Administer user access to the Phoenix application based on the role-based security privileges defined by PSPC and the specific role that PSPC assigns to each user;
e) Manage role assignment based on predefined list by Crown and password resets for the Phoenix application in Production during Non-Business Hours and Extended Business Hours;
f) Perform password reset and user ID unlock for Contractor's own project team members in Production 24/7;
g) Manage user IDs and role assignment for the Phoenix application in Non-Production environments during Core Business Hours;
h) Resolve Phoenix application security incidents related to in-scope application security services;
i) Review row level security architecture and recommend improvements that will lead to process efficiencies and reduced incidence of security and privacy breaches;
j) Conduct privacy breach investigations as directed by PSPC; and
k) Participate in the annual security audit conducted by the Crown.

5.1.6 Operations Management (Payroll Processing)

a) Planning and Support;
b) Responsible for the accurate calculation and timely processing of all data, in accordance with the Security Requirement Matrix (SRM), created by Phoenix;
c) Perform functional Duty Management (24 x 7);
d) Identify and resolve job failures and notify the designated PSPC contacts as required;
e) Assist the Technical AMS team in resolving batch-related and non-batch incidents – 24/7 assistance for Production incidents;
f) Provide functional support for non-Production environments, during business hours. During non-business hours, provide support as specified by the Crown;
g) Design, develop and validate SQL and process to manage deficiencies in reports, interfaces and extensions (RIE) in the short term until the RIE is remedied. Make additional manual adjustments, if required;
h) Review data to identify situations where employee(s) are at risk for incorrect pay and where intervention via script can correct the situation (e.g. missing deduction subsets);
i) Process special files on a bi-weekly process. Review any load errors and correct;
j) Work with Organizations using a one-time payment file as an alternative to time reporting, to report on and review failed transactions and determine approach to resolve and communicate. Create scripts and validate execution;
k) Create one-time payment files, as authorized by PSPC;
l) Review the Year End Off-Cycles and address issues effectively and efficiently with PSPC;
m) Review exception reports to validate transactions are correct based on data in system (looking for system errors as well as user input errors);
n) Address any invalid or questionable payments with PSPC effectively and efficiently;
o) Support PSPC by providing input and alternatives to new or updated procedures; and
p) Provide analysis, updates, remediation plan and implementation for issues or events occurring in previous pay periods.

5.2 Technical AMS

The technical component of the Application Managed Service follows an industry standard definition. The vendor will be responsible for the end to end technical 24-7 operational, maintenance and developmental aspects of the system as a whole. This includes providing a large swath of varied technical resources operating on shift work to ensure the pay outcomes are achieved.

Currently, the Technical AMS, has about a 5-10% touchpoint with the Crown; i.e.; the current Contractor is responsible for 90-95% of tasks under this AMS. The responsibilities are:

5.2.1 Incident and Problem Management

a) Accept Service Incidents caused specifically by breaks in the existing configuration and/or existing custom development;
b) Troubleshoot & Resolve (Break/Fix);
c) Where required, write and execute scripts to diagnose and resolve technical incidents;
d) Conduct technical root cause analysis where mutually agreed by the parties;
e) Perform unit testing for technical changes required to resolve incidents or problems;
f) Perform code migration from one environment to another as required; and
g) Perform business data changes, if required.

5.2.2 Payroll Operations

a) Perform batch, interface management, database administration and application system administration;
b) Create and maintain user IDs for non-Production environments;
c) Write and execute scripts required for technical operations;
d) Manage the database, middleware and application software that the Phoenix application runs on;
e) Produce scheduled and ad hoc reports;
f) Manage key operational files mutually agreed by the Crown and Contractor; and
g) Comply with the Crown's security framework and policies.

5.2.3 Release Management

a) Schedule and perform regular maintenance events, emergency fixes and patches and implementation of enhancements;
b) Implement technical changes in Production;
c) Maintain mutually agreed-upon releases of application and database software in all environments (application currency); and
d) Leverage established governance processes documented in the Operations Manual to schedule and implement regular releases into production.

5.2.4 Enhancements

a) Identify, respond, and log technical enhancement requests;
b) Assess impact to technical components, operations and data;
c) Estimate the work effort to complete the technical enhancement request following the procedures in the Operations Manual;
d) Communicate to approvers the effort/cost of the requested technical enhancement;
e) Assist the Crown to determine the order in which the selected technical enhancements should be implemented (see Responsibility Matrix);
f) Design and develop the approved technical enhancement;
g) Perform unit testing for technical changes; and
h) Create the mutually agreed documentation for technical enhancements.

5.2.5 Application Support

a) When requested by the Crown, Contractor will provide on-call application support for non-Production environments during non-business hours;
b) The Crown will inform Contractor at least two weeks prior to such support being required; and
c) Contractor on-call staff will perform such support on a commercially reasonable basis; the priority of the on-call support staff will be production incidents.

5.2.6 Systems Response Administration

a) Adhere to security policies and regulations and provide report 24/7; and
b) Perform security regulations as it pertains to access management.

5.2.7 Service Reporting and Forecasting

a) Meet quarterly to reassess metrics and right size services to refine the service levels.

5.2.8 Knowledge Transfer

a) Update and maintain operational and troubleshooting manuals such as the RIE (Reports Interfaces & Extensions) manuals.

5.2.9 Testing

a) Conduct System Test;
b) Develop Test Cases;
c) Manage testing schedule; and
d) Manage defects.

5.2.10 Application Security/Roles Management

a) Add new user Roles;
b) Modify and delete user Roles; and
c) Audit Roles.

6. Upgrade to PeopleSoft 9.2

Currently, the Government of Canada is taking steps towards upgrading Phoenix from PeopleSoft version 9.1 to 9.2. This upgrade will provide additional functionality and will help drive tighter integration between HR systems and Pay System. The upgrade will also ensure the GC is taking proactive action to stay current with maintenance, tax updates and various patches/system fixes.

Annex B – Mandatory Criteria

Suppliers must meet all of the mandatory requirements in this attachment. In accordance with section 4.5 of this ITQ, ITQ Mandatory Criteria – Evaluation Approach, Canada may contact the client contact for the referenced project(s) to validate Supplier's responses.

1.1 Substantiation of Technical Compliance – Mandatory Evaluation Criteria

1.1.1 Suppliers must respond to the corresponding mandatory requirements by providing a description explaining, demonstrating, substantiating and justifying their Qualifications. Suppliers are requested to utilize the unique number and associated title of each mandatory requirement in their responses. Suppliers are requested to indicate where their mandatory requirement is met by entering the location (e.g. volume/binder number, page number, etc.) in the "Cross Reference to Response" column. Supplier's responses to the mandatory requirements will be evaluated as either "Met" or "Not Met". A "Not Met" will result in the response being deemed non-responsive.

1.1.2 Suppliers are requested to submit "**Attachment 1 to Annex B – Reference Project Template**", for each project claimed in response to corresponding mandatory requirement(s).

1.1.3 Suppliers should only provide the required reference project(s) as indicated in each mandatory requirement. If more than the required number of reference project(s) is provided, the Suppliers will be required to clarify which reference project(s) apply to corresponding mandatory requirement(s).

Req. #	Mandatory Requirement	Evaluation	Instructions	Cross Reference to Response
M1	The supplier must demonstrate their ability to build team capacity. This includes mobilizing approximately 220 staff with North American PeopleSoft Payroll processing experience, as well as key leadership positions with demonstrated and proven experienced personnel. These positions include a Chief Architect and a Project Executive. This must be accomplished within six months of project initiation.	MET / NOT MET	The supplier must provide two reference projects to demonstrate their ability to build team capacity. This includes mobilizing approximately 220 staff with North American PeopleSoft Payroll processing experience, as well as key leadership positions with demonstrated and proven experienced personnel. These positions include a Chief Architect and a Project Executive. This must be accomplished within six months of project initiation. Acceptable Project Definition: • North American PeopleSoft Payroll application	

			- Completed successfully – client satisfaction evident and/or acknowledge (please provide evidence) - Multi-year (please provide evidence) - Project metrics/attributes were met – sign-off from client received (please provide evidence) Each reference project description must include at a minimum: - The approximate number of staff that were mobilized - How long it took to mobilize staff - Duration of the mobilization - Resourcing plans - Training plans - Employee replenishment plan (how they retained staff, training and continuous improvement to their HR plan to support the described project(s). - A detailed description of the Chief Architect qualifications and experience (having managed PeopleSoft's North American Payroll module for a minimum of 10 years having handled over 20 separate integration points and having architected an end to end payroll to general ledger design and redesign - A detailed description of the Project Executive who will have managed through a minimum of three large similarly scoped contracts including their qualifications and experience as it relates to a similar implementation.	

M2	The supplier must demonstrate that it has delivered an AMS for a governmental organization on a payroll application.	MET / NOT MET	The supplier must provide two reference projects to demonstrate that it has managed an AMS for a governmental organization (Federal, Provincial, Municipal and/or State) on a payroll application. This should include a description of previous projects where they completed work for the government projects. Each reference project description must include at a minimum: • Project description • Their role on the project • Duration	
M3	The supplier must be able to deliver services onsite within one year.	MET / NOT MET	The supplier must provide two reference projects of a similar scope described in M1, to demonstrate that they mobilized at least 50% of staff to one client site within one year of contract award. Each reference project description must include at a minimum: • Project description • Circumstances for the need to mobilize staff • The number of staff that were mobilized • How long it took to mobilize staff • Duration of the mobilization	
M4	The supplier must be able to deliver services in both official languages of Canada.	MET / NOT MET	The supplier must provide two reference projects of a similar scope described in M1, to demonstrate that their services were provided in both official languages of Canada, and that at least 10% of staff are bilingual.	

			Each reference project description must include at a minimum: • Reference projects • Examples of French correspondence • Evidence that 10% of staff that can provide services in French	
M5	The supplier must be able to manage on GC infrastructure – IAX Administrator and DB2 database.	MET / NOT MET	The supplier must provide two reference projects to demonstrate that, as a prime contractor, it has successfully acted as an IAX Administrator and has used DB2 databases.	
M6	The supplier must have experience in processing payroll in an organization of greater than 100,000 pay accounts, and with a minimum of 10,000 business rules as a combination of configurations and customizations.	MET / NOT MET	The supplier must provide two reference projects to demonstrate that they processed payroll in an organization of greater than 100,000 pay accounts, and with a minimum of 10,000 business rules as a combination of configurations and customizations. Each reference project description must include at a minimum: • The project/nature of business that they performed payroll processing • Detailed description of their role in payroll processing • The number of accounts paid using the system • The number of business rules used by the pay system • Description of all modules used	

M7	The supplier must have more than five years of experience in North American PeopleSoft payroll processing and a demonstrated ability to handle large volumes. The supplier must have personnel with more than five years of experience in key roles such as Database Administrator and Systems Administrator. The supplier must have a training centre with proven results to train personnel with less than five years of experience in PeopleSoft North American Payroll before being assigned to the AMS support and maintenance project.	MET / NOT MET	The supplier must provide project descriptions to demonstrate that it has more than five years of experience in North American PeopleSoft payroll processing and their ability to handle large volumes; similar in size, scope and complexity to the existing AMS figures (greater than 100,000 pay accounts, and with a minimum of 10,000 business rules as a combination of configurations and customizations). Each reference project description must include at a minimum: • The supplier's role • North American PeopleSoft version • Duration • Number of accounts handled • Number of change requests completed • Number of incidents reported • Number of application extensions The supplier must identify 3 Database Administrators and 15 Systems Administrators and provide evidence that they have filled such a role with a minimum of five years of experience. The supplier must provide a description of their existing training centre, course outlines and descriptions, training manuals used to train personnel on PeopleSoft North American Payroll.	
M8	The supplier must have experience documenting payroll processing in a business environment similar in	MET / NOT MET	The supplier must provide two reference projects demonstrating that it has experience documenting payroll processing in a business	

	size, scope and complexity to that of the Government of Canada.		environment similar in size, scope and complexity to that of the Government of Canada. They should include a description of previous projects, the business environment (nature of the business – government, banking, etc.) and the payroll processes they documented. Each reference project description must include at a minimum: • The supplier's role • Description of the business environment • The payroll processes documented • Examples of payroll documents	
M9	The supplier must have experience delivering an AMS where they have been evaluated against specific key performance indicators (KPIs) in a performance based contract.	MET / NOT MET	The supplier must provide two reference projects that demonstrate they delivered an AMS which was evaluated against key performance indicators (KPIs) in a performance based contract. Each reference project description must include at a minimum: • Project description • Business nature of the project • The supplier's role • Duration of the project • Description of the KPIs • Description of the service level agreements • Demonstration that KPIs were consistently met	

Attachment 1 to Annex B – Reference Project Template

Instructions to Suppliers:

(a) Suppliers are requested to submit a Reference Project Template for each project referenced in response to each mandatory requirement in Annex B of the ITQ.

(b) If the information requested in this form is not provided with the Suppliers' ITQ response it must be provided upon request by the Contracting Authority within the timeframe identified in the request.

(c) Canada may contact the client contact, provided for the referenced project, to validate the information provided.

#	Response		
(a)	Mandatory Requirement Number		
(b)	Supplier Full Legal Name (if the Supplier is a joint venture, the full legal name of the joint venture member for the referenced project)		
(c)	Description of the referenced project		
(d)	Name of client organization for the referenced project		
(e)	Name of client contact for the referenced project		
(f)	Client organization and client contact affiliation with the Supplier (or joint venture member)		
	Please indicate accordingly	Are Not Affiliated	Are Affiliated
(g)	Name of organization the client contact is currently working for (if the client contact is no longer working for the client organization identified for the referenced project)		
(h)	Title of client contact (while working on the referenced project)		
(i)	Current telephone number of client contact		
(j)	Current e-mail address of the client contact		
(k)	Role of the client contact in the referenced project		

Annex C – Response Submission Form

#	Response
	Supplier's full legal name
(a)	
	Supplier's Procurement Business Number
(b)	
	Authorized Representative of Supplier for evaluation purposes (e.g. clarifications)
(c)	Name:
	Title:
	Address:
	Telephone #:
	Email:
	If submitting a response to the ITQ as a joint venture, the Supplier must provide the joint venture member's full legal name and address [*Supplier to add more rows if more than two (2) joint venture members*]
(d)	Joint venture member full legal name:
	Joint venture member address:
(e)	Joint venture member full legal name:
	Joint venture member address:
	Canada's Official Language in which the Supplier will communicate with Canada during the ITQ process – indicate either English or French
(f)	☐ **English** ☐ **French**
	Core Team Members
(g) Team Member 2 full legal name:	
Address:	
Team Member 3 full legal name:	
Address:	
Team Member 4 full legal name:	
Address:	

ITQ Submission Requirements **It is the Suppliers sole responsibility to ensure their response addresses all requirements outlined in the ITQ.**	
Supplier Authorization	
(h)	Name:
	Address:
	Email:
	Signature of authorized representative of Supplier
	Telephone #:
	Date:
If submitting a response to the ITQ as a joint venture, the Supplier must complete section (h) below. **[*Supplier to add more rows if more than two (2) joint venture members*]**	
(i)	Name:
	Address:
	Email:
	Signature of authorized representative of Supplier
	Telephone #:
	Date:

Annex D – Security Requirements Check List

COMMON-PS-SRCL#36

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
TBD

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine: PWGSC

2. Branch or Directorate / Direction générale ou Direction: PSB

3. a) Subcontract Number / Numéro du contrat de sous-traitance

3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant

4. Brief Description of Work / Brève description du travail
AMS Retender ITQ

	No / Non	Yes / Oui
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	✓	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	✓	

6. Indicate the type of access required / Indiquer le type d'accès requis

	No / Non	Yes / Oui
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		✓
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	✓	
6. c) Is this a commercial courier or delivery requirement with **no** overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale **sans** entreposage de nuit?	✓	

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada	NATO / OTAN	Foreign / Étranger
✓		

7. b) Release restrictions / Restrictions relatives à la diffusion

Canada		NATO / OTAN		Foreign / Étranger	
No release restrictions / Aucune restriction relative à la diffusion	✓	All NATO countries / Tous les pays de l'OTAN		No release restrictions / Aucune restriction relative à la diffusion	
Not releasable / À ne pas diffuser					
Restricted to: / Limité à :		Restricted to: / Limité à :		Restricted to: / Limité à :	
Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :		Specify country(ies): / Préciser le(s) pays :	

7. c) Level of information / Niveau d'information

Canada		NATO / OTAN		Foreign / Étranger	
PROTECTED A / PROTÉGÉ A	✓	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ		PROTECTED A / PROTÉGÉ A	
PROTECTED B / PROTÉGÉ B	✓	NATO RESTRICTED / NATO DIFFUSION RESTREINTE		PROTECTED B / PROTÉGÉ B	
PROTECTED C / PROTÉGÉ C		NATO CONFIDENTIAL / NATO CONFIDENTIEL		PROTECTED C / PROTÉGÉ C	
CONFIDENTIAL / CONFIDENTIEL		NATO SECRET / NATO SECRET		CONFIDENTIAL / CONFIDENTIEL	
SECRET / SECRET	✓	COSMIC TOP SECRET / COSMIC TRÈS SECRET		SECRET / SECRET	
TOP SECRET / TRÈS SECRET				TOP SECRET / TRÈS SECRET	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)				TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)	

TBS/SCT 350-103(2004/12)

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PART A *(continued)* / PARTIE A *(suite)*

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
☑ No / Non ☐ Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
☑ No / Non ☐ Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

☑ RELIABILITY STATUS COTE DE FIABILITÉ	☐ CONFIDENTIAL CONFIDENTIEL	☑ SECRET SECRET	☐ TOP SECRET TRÈS SECRET
☐ TOP SECRET– SIGINT TRÈS SECRET – SIGINT	☐ NATO CONFIDENTIAL NATO CONFIDENTIEL	☐ NATO SECRET NATO SECRET	☐ COSMIC TOP SECRET COSMIC TRÈS SECRET
☐ SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux : ____________________

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?
☑ No / Non ☐ Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?
☑ No / Non ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?
☐ No / Non ☑ Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?
☑ No / Non ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?
☑ No / Non ☐ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?
☑ No / Non ☐ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?
☑ No / Non ☐ Yes / Oui

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PART C - *(continued)* / PARTIE C - *(suite)*

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
											PROTECTED PROTÉGÉ					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRES SECRET
Information / Assets Renseignements / Biens		✓														
Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Clauses

Security requirement for Canadian supplier: Public Works and Government Services Canada file #Common-Professional Services Security Requirement Check List #36

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Facility Security Clearance at the level of secret, with approved Document safeguarding at the level of Protected B, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC);

2. The Contractor/Offeror personnel requiring access to protected/classified information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of Reliability Status or Secret as required, granted or approved by the CISD/PWGSC;

3. The Contractor must not utilize its Information Technology systems to electronically process, produce or store any sensitive protected/classified information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed up to the level of Protected B;

4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PWGSC; and

5. The Contractor/Offeror must comply with the provisions of the:

   a) Security Requirements Check List and security guide (if applicable), attached at Annex
   b) Industrial Security Manual (Latest Edition)