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SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

Proposal to: Correctional Service Canada

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Proposition à: Service Correctionnel du Canada

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments — Commentaires :

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT – CE DOCUMENT COMPORTE DES EXIGENCES RELATIVES À LA SÉCURITÉ.

Issuing Office – Bureau de distribution

CSC-NHQ
Contracting and Materiel Services
340 Laurier Avenue West
Ottawa, Ontario
K1A 0P9

Title — Sujet: SAP Migration Initiative	
Solicitation No. — No. de l'invitation 21120-20-3247174	
Solicitation Amendment No. — No. de modification de l'invitation 001	Date: 19-Jun-2020
GETS Reference No. — No. de Référence de SEAG 21120-20-3247174	
Solicitation Closes — L'invitation prend fin at / à : 14:00 (EDT) on / le : 26-JUN-2020	
F.O.B. — F.A.B. Plant – Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to — Soumettre toutes questions à: lily.nakhle@csc-scc.gc.ca	
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Solicitation Amendment 001 is issued to:

1. Respond to question 1 through 6 received the during the solicitation period.

1. Questions and Answers 1 through 6:

Question 1: In regards to the above mentioned solicitation, Attachment A (Bid Submission Form) requests that bidders provide an address for their proposed site(s) requiring safeguarding measures. Given that neither RFP Section 6 nor the SRCL indicate that there is a safeguarding requirement associated with this solicitation, can you please confirm that bidders do not need to respond to this section of the Bid Submission form?

Answer 1: Yes, as per Section 6 and the SRCL, there are no requirements for supplier site safeguarding measures. Bidders may simply respond “not applicable” on the Bid Submission Form.

Question 2: Under the SOW “4.0 Tasks” it states “*Services must be provided under the Contract on an as-and-when requested basis.*”

Can you please clarify what the plan looks like in relevance to “*as-and when required*”?

- a. Will both candidates start when the contract is awarded?
- b. Will both candidates work 37.5 hours a week once they start the contract for the period of the contract? Or is it part time hours?

Answer 2: The initiative requires that proposed resources be available upon the date of the Contract Award. As indicated in Section 7.2 Task Authorization, clause b) Form and Content of Task Authorization, item ii - f - *a draft Task Authorization will contain the details of the activities to be performed, and must contain the start and completion dates of tasks.*

- a) The proposed resources are expected to be available to start the work upon Contract Award.
- b) The requirement of the Project Manager is estimated to be full time, 5 days per week and the Project Executive is estimated to be part time basis, up to 3 days per week.

Question 3: I have a consultant who is interested in the Project Manager role. He is a Canadian with Enhanced Reliability Clearance, but is currently living in the United States. Would CSC allow for remote work for this role?

Answer 3: No, the initiative and project work will require the proposed resources to undertake a portion of the work onsite within the NCR on an ongoing basis. Furthermore, under Annex A, Section 10 Travel, CSC’s requirement clearly states that *Travel may be required from time to time within the NCR (National Capital Region). No travel expenses, related to travel within the NCR that may be required as part of this contract, will be authorized.*

Question 4: The current M5 states:

The Bidder’s proposed resource must have either of the following:

- a) a university degree or a two-year college diploma in finance, project management, business, computer science or information technology OR
- b) a CPA Designation OR
- c) a university degree in any field and three (3) years of experience in the finance, business, SAP, computer science or information technology fields.

For M5 would the crown please consider accepting a fourth equivalent option:

- An SAP Certification and ten (10) years of experience in the finance, business, SAP, computer science or information technology fields



Answer 4: No, as SAP Certifications are varied. The requirement M5 will remain as is.

Question 5: For M1- Would Correctional Service Canada consider allowing for either PMP or Prince2 Certification? We have a highly qualified candidate who meets all the qualifications with a PMP in progress but has Prince2 as well.

, and

For M6 - Would Correctional Service Canada consider allowing for either PMP or Prince2 Certification? We have a highly qualified candidate who meets all the qualifications with a PMP in progress but has Prince2 as well.

Answer 5:

No, CSC requires Project Management Professional (PMP) certified resources for this initiative.

Question 6:

1. **Question 6: M1 and M6:** Please confirm that the PMP certifications must still be in good standing/ and active on date of submission?
2. **M2/Project Executive:** The Bidder's proposed resource must have a minimum of ten (10) years of experience managing IT projects. During this experience, the resource must have performed all the following...Please confirm that the consultant must have a minimum of 10 years in each of the listed tasks?
3. Under Project Manager, **Mandatory M5 and M7 conflict:** TBIPS category for Project Manager, Level 3 requires 10+ years of experience, or 5+ years of experience with a recognized professional certification as requested in **M7**, however **M5** only requests a university degree or a two-year college diploma in finance, project management, business, computer science or information technology OR CPA Designation OR a university degree in any field and three (3) years of experience in the finance, business, SAP, computer science or information technology fields. Please correct the discrepancy.
4. Can the crown please confirm the following for **R4** and **R7** regarding team members:
 - a. What is the definition of a team of x members or more? It is unclear what the qualifications expectations are for the following rated (Did you mean x consultants, x stakeholders, x functional team members and x technical, etc. As you can see, there are various ways for a bidder to define a team of x members and as such would be difficult to provide reference without understanding the definition of team member.
 - b. As the Project Executive and Project Manager are the key roles for a successful project, we suggest that the Crown consider changing the weighting from 65/35 to 70/30 as most other TBIPS requirements. By weighting the price higher (35%) of the total bid, the crown is putting more emphasis on rate over skill set. Most TBIPS requirements similar to this, require a 70/30 split and often 80/20. In addition, most TBIPS requirements of this magnitude often include a median calculation to avoid lowball bids to compensate for scoring low in the rated and then can no longer support the requirement with skilled resources putting projects at risk for success.
 - c. The Contractor/Offeror personnel requiring access to protected information, assets or sensitive work site(s) must EACH hold a valid Reliability Status, granted or approved by CISD/PWGSC. As the contractor will require access to protected information, would they not require secret clearance at time of bid closing.
 - d. Work will be carried out onsite at a CSC office downtown 340 Laurier Ave West, Ottawa, Ontario and from the Contractors work facilities, upon approval of the Project Authority.



Under the work regulations established by law for Covid-19, would the contractor be required to work on premise from contract start date or would remote work be acceptable.

5. As per the section below, please confirm whether it will be the bidders responsibility to provide computer/laptop and related project management software for this role.

3.3 SECTION II: FINANCIAL BID

- a. **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.

Answer 6:

1. As stated in M1 and M6, the PMP certifications must simply be valid and recognized by the Project Management Institute (PMI).
2. No, he proposed resources must have a minimum of 10 years experience in managing IT projects in which they performed all of the following: Project Scope Definition; Project Planning; Project Monitoring; Preparing and Presenting Briefings to Executive Stakeholders; Project Resourcing; Managing Project Risks and Issues; Tracking Project Costs; Quality Assurance and Deployments.
3. No, there is no specified duration for the experience required in each of the listed tasks, however the proposed resources must have a minimum of 10 years' experience in managing IT projects.
4. Can the crown please confirm the following for **R4 Project Executive Team of 20 or more** and **R7 Project Manager Team of 10 or more** regarding team members?
 - a. Bidders are encouraged to clarify the interpretation of "Team Members" as they see fit. In the example cited in the question (consultants, stakeholders, functional team members and technical) may be qualified as "Team Members" No changes to the rated criteria R4 and R7 will be applied.
 - b. The criteria, as stated, meets CSC's evaluation requirements. No changes will be applied to the weighting.
 - c. No, the initiative requires Reliability Status clearance, as per PSPC's Information and Security Policy.
 - d. As stated, the proposed resources will be required to carry out the work onsite AND from the Contractor's work facilities, upon approval of the Project Authority. Once the contract is awarded, the need for temporary offsite work will be assessed if required.
5. Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Please refer to Section 7.23 Government Property, items 1, 6 & 7:
 1. Access to CSC's facilities, Project Authority and personnel; computer equipment, network/server/databases, and Departmental intranet and other office space; and relevant documentation and reference materials to which the Contractor would not otherwise have access;
 6. A workplace for the Contractor's resource; and
 7. A computer to allow the Contractor's resource to perform the Work.



Question 7: The Mandatory and Point Rated requirements request that candidates provide a reference for every project cited. Given that the Mandatory/Rated criteria require up to and over 10 years of experience this requirements requires vendors to submit an excessive number of references of which many are no longer available due to retirement. Would the Crown please accept three recent and relevant references instead?

Answer 7: Yes, three current and relevant references are acceptable inasmuch as the reference(s) can confirm the proposed resource's stated experience in each mandatory and rated criteria.

Question 8: In R2 the modules listed include SAP Project Management (PM). Please confirm that the brackets should be PS for Project System which provides SAP project management functionality.

Answer 8: Yes, the list of modules included in the R2 requirement is hereby corrected to state SAP Project Systems (PS) and remove SAP Project Management (PM).

Question 9: Would the Crown consider removing the PMP certification from the Mandatory for both M1 and M6? Or changing it to a rated requirement? We have candidates that are very well qualified and have great amount of experience in this area that may not hold a PMP. This would open up the pool of candidates and increase the chances of CSC finding the best fit and skilled candidates to benefit this project.

Answer 9: No, CSC requires Project Management Professional (PMP) certified resources for this initiative.

Question 10: In regards to M5 for the Project Manager, will the Crown accept a college diploma (without a copy of the diploma) alongside 10+ years of experience in finance, business, SAP, computer science or information technology fields? This combination of education and experience demonstrates a high degree of proficiency and expertise in the work involved in the resource category.

Answer 10: - This question will be answered at a later time.

Question 11: Due to the large number of bids currently out to tender, including numerous Tier 2 and multi-resource RFP's, we would like to request a one-week extension to the solicitation closing date to ensure that vendors are able to submit high quality responses that provide the best value to the crown.

Answer 11: Unfortunately, at this time CSC is unable to grant an extension to the closing date of the solicitation.

Question 12:

1. In regards to M2 for the Project Executive, will the Crown amend this criterion to accept experience in the past 20 years (prior to the date of bid closing)?
2. In regards to M3 for the Project Executive, will the Crown amend this criterion to accept experience in the last 20 years (prior to the date of bid closing)?
3. In regards to R1 for the Project Executive, will the Crown amend this criterion to accept experience in the last 20 years (prior to the date of bid closing)?
4. In regards to R2 for the Project Executive, will the Crown amend this criterion to accept experience in the last 20 years (prior to the date of bid closing)?



5. In regards to R3 for the Project Executive, will the Crown amend this criterion to accept experience in the last 20 years (prior to the date of bid closing)?

Answer 12 (1-5): Yes, CSC will accept demonstrated resource experience over a period of twenty (20) years for the overall following criteria M2, M3, M4, M5, M7, M8, R1, R2, R3, R4, R5, R6, and R7.

Question 13: Will the Crown please consider also accepting a Masters Certificate in Project Management to meet the M6 requirement?

Answer 13: No, as stated above, CSC requires Project Management Professional (PMP) certified resources for this initiative.

Question 14: Please refer to "*M8 - The Bidder's proposed resource must have a minimum of five (5) years of experience managing SAP project activities for an SAP ERP Implementation project.*" Will the Crown please consider adjusting the requirement to "a minimum of three (3) years of experience managing SAP project activities for an SAP ERP Implementation project" to meet the M8 requirement?

Answer 14: No, the requirement for M8 will remain as it is.

Question 15: Due to the complexity of preparing a response to this solicitation, the large number of bids currently out to tender, and the additional complexities imposed by preparing a response during the COVID-19 pandemic we would like to request a one-week extension to the solicitation closing date to ensure that vendors are able to submit high quality responses that provide the best value to the crown.

Answer 15: Unfortunately, at this time CSC is unable to grant an extension to the closing date of the solicitation.

Question 16: In the Matrix the Client ask that each project should be at least 6 months. For R4 can the Client accept project equivalence, i.e. that the project with duration 14 months will be equivalent for 2 projects.

Answer 16: No, the requirement for R4 will remain as it is.