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**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division  
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K1A 0S5

<b>Title - Sujet</b> TBIPS II: Application Services	
<b>Solicitation No. - N° de l'invitation</b> HT218-184552/A	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> HT218-184552	<b>Date</b> 2020-07-24
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-622-38047	
<b>File No. - N° de dossier</b> 622zm.HT218-184552	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-08-17</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Cleroux, Stephanie	<b>Buyer Id - Id de l'acheteur</b> 622zm
<b>Telephone No. - N° de téléphone</b> (873) 354-5180 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

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

Solicitation No. - N° de l'invitation  
HT218-184552/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
622zm

Client Ref. No. - N° de réf. du client  
HT218-184552/A

File No. - N° du dossier  
622zm – HT218-184552

CCC No./N° CCC - FMS No/ N° VME

## AMENDMENT NO. 006

This amendment is raised to:

- 1) Answer Bidders' questions 64 to 74; and
- 2) Amend Attachment 4.1 (AMD 003) – Mandatory Technical Criteria of the bid solicitation.

### 1. QUESTIONS AND ANSWERS

#### Question 64:

Please refer to all mandatory and rated criteria wherein Health Canada requests a full copy of the reference contracts which is a highly unusual request, particularly under TBIPS. The current criteria could lead to a single bidder providing up to 32 contract documents, many of which can exceed 100 pages (before counting TAs), and requires all of them to be annotated. The criteria already requires Bidders to provide contract numbers, durations, contract values, category and/or SOW task comparisons and a client reference for every contract reference. This requirement represents a massive amount of additional administrative work for both the bidder (to create) and the client (to review and assess) when all the usual pertinent information will already be provided in the response. Therefore, we ask that the client remove this criteria and ask that bidders be prepared to provide these contracts upon the request of the evaluation team per Section 4.1 Evaluation Procedures (c) Request for further Information and Section 4.1.1 Phased Bid Compliance Process.

#### **Answer 64:**

*The description of the work performed, of the summary of the contract objectives and a summary of the needs and issues which necessitated the Bidder's contribution has been preciously removed from the criteria to reduce the amount of work. Therefore, contract copies are required to provide this information, to substantiate the work and act as supporting documentation. Only the SOW or Task Authorization requires annotation. The information will not be requested at the evaluation stage and the phased bid Compliance process will only be used when applicable.*

#### Question 65:

In compiling our response we have found that many contracts and related Task Authorizations do not name all technologies and tasks involved in the work actually performed. As such please confirm that provided the Bidder obtains an email from the Reference Contract Client Contact that confirms the technology and tasks performed that this is acceptable.

#### **Answer 65:**

*Although most SOW include "any other ..." under the related tasks and technical environments to allow flexibility, these tasks are usually later defined at the TA stage. However, Canada will accept an email confirmation from Clients only if the TA itself states that it could include "any other" under the tasks and/or environment section(s). The contract/TA number(s), the list of task(s) and/or environments (that are not identified in the TA) and the resource name(s) must be indicated in the confirmation email, along with the Client's name, title, email address and phone number.*

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**Question 66:**

Please refer to point-rated technical criteria RTC4. We understand that Health Canada has completed a SAP HANA pilot and is moving forward with HANA technology. Therefore, would Health Canada please consider revising RTC4 to award full points for a reference contract with SAP Solution Manager in a S/4 environment on HANA database? The current criteria is focused only on legacy technology and allowing HANA experience (like RTC1) is very relevant to Health Canada's environment moving forward.

*Answer 66:*

*Canada will not amend the criteria, experience with HANA is addressed under RTC1.*

**Question 67:**

Point-rated technical criteria RTC5, for SAP Content Management Server with its focus on MAX DB, is such that Bidders who do not have multiple contracts with Health Canada cannot compete fairly. It is important to note that MAX DB is not used widely and it is a dated technology. As well, in the RFP Statement of Work NONE of the tasks in ALL the categories mentions MAX DB. Considering that up to three contracts will be awarded and specific technologies will be requested at time of Task Authorization, we are asking that Health Canada reduce the number of reference contracts required to 3 (like RTC1) to enable more Bidders to participate fully and fairly.

***Answer 67:***

*MAX BD has been added to the SOW, the criteria remains as is.*

**Question 68:**

Please refer to ATTACHMENT 4.3, CUSTOMER REFERENCE QUESTIONS, MC2 - Bidders Experience "Resources & MC3 - Bidders Experience " SAP. Now please refer to Amendment 2, QA12 - Answer 12 The statement has been removed from the MTC3, please see Attachment 4.1 (AMD 001) - Mandatory Technical Criteria attached to this bid solicitation. The requirement was removed from the MTC3 grid but not from the ATTACHMENT 4.3, CUSTOMER REFERENCE QUESTIONS. Will the Crown please reissue updated Attachment 4.3 with this change, removing MC3 Bidders Experience?

***Answer 68:***

*The statement that was removed from MTC3 is as follows: The information listed above must be submitted with the bid along with Form M3: Bidder Experience - SAP.*

*There is no need to update Attachment 4.3 – Customer Reference Questions.*

**Question 69:**

Please refer to ATTACHMENT 4.2 (AMD 001) RATED TECHNICAL CRITERIA, RTC-05: The Bidder should demonstrate, using a maximum of five reference contract(s), experience installing, technically configuring and administering SAP Content Management Server systems using MAX DB. The Crown is looking for Architects, Programmer Analyst, Basis & BI expertise, but the RTC-5 does not reflect this. Would the Crown please update the requirement as follows: The Bidder should demonstrate, using

Solicitation No. - N° de l'invitation  
HT218-184552/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
622zm

Client Ref. No. - N° de réf. du client  
HT218-184552/A

File No. - N° du dossier  
622zm – HT218-184552

CCC No./N° CCC - FMS No/ N° VME

reference contract(s), experience providing architecture design and support and/or develop additional custom features with third party solution and/or experience installing, technically configuring and administering SAP Content Management Server systems using MAX DB.?

**Answer 69:**

*Neither architecture design nor the third party solutions are relevant to the project, the Crown will not amend RTC05 as requested.*

**Question 70:**

Please refer to ATTACHMENT 4.2 (AMD 001) RATED TECHNICAL CRITERIA, RTC1, RTC4 & RTC5: Based on our evaluation, 20% of the positions required are Basis related. However, in the current point allocation, 56% of the points are allocated for Basis related roles. The point weighting of RTC-4 and RTC-5 are creating a lack of proportion between the corresponding roles. Therefore, in the spirit of fairness in bidding and to ensure the Crown receives bids from companies that demonstrate depth and breadth of SAP resourcing experience, the Bidder respectfully requests that the Crown please balance the point weighting to reflect and be consistent with RTC-01 and change the overall point allocation to RTC-4 and RTC-5 to 15 points each?

**Answer 70:**

*The Crown will not amend the criteria as requested.*

**Question 71:**

Please refer to ATTACHMENT 4.2 (AMD 001) RATED TECHNICAL CRITERIA, RTC-4, The Bidder should demonstrate, using a maximum of five reference contract(s), experience installing, technically configuring, and administering SAP Solution Manager running Oracle on AIX servers and/or SAP ERP (ECC) running Oracle on AIX servers. The Crown requires Architects, ABAP Programmer Analysts, Basis & BI expertise but the overall rated requirement is only asking for experience installing, configuring and administering SAP Solution Manager and ECC. Would the Crown please consider modifying the requirement as follows:

The Bidder should demonstrate, using reference contract(s), experience **developing report & extracting data in a BI context and/or providing architecture design and support** and/or installing, technically configuring, and administering SAP Solution Manager running Oracle on AIX servers and/or SAP ERP (ECC) running Oracle on AIX servers and expand the point allocations for such tasks.

By adding those tasks, it would provide more value to the client and provides more depth for the upcoming projects.

**Answer 71:**

*BI and reporting are not in our current needs and there is no architecture design. The criteria will not be amended as requested.*

**Question 72:**

Please refer to ATTACHMENT 4.2 (AMD 001) RATED TECHNICAL CRITERIA, RTC-4, The Bidder should demonstrate, using a maximum of five reference contract(s), experience installing, technically

configuring, and administering SAP Solution Manager running Oracle on AIX servers and/or SAP ERP (ECC) running Oracle on AIX servers. According to SAP note 2235581 - SAP HANA: Supported Operating Systems (see attachment - Help on HANA <https://help.sap.com/viewer/2c1988d620e04368aa4103bf26f17727/2.0.04/en-US/d3d1cf20bb5710149b57fd794c827a4e.html>) and official SAP HANA help documentation (see link below), SAP HANA can only be run on IBM Power Series and on selected few Intel-based platforms; of those two hardware platforms, only two operating systems are supported to run HANA:

1. SUSE Linux Enterprise Server
2. Red Hat Enterprise Server

Given that Health Canada is planning on upgrading/migrating on SAP S/4HANA and/or HANA within the next few years and that Oracle/AIX will not be supported with S/4HANA, would the crown accept experience installing, managing, administering SAP HANA and S/4HANA on any of the two aforementioned operating systems to meet the RTC4 requirement?

**Answer 72:**

*Although HANA is in the future, this requirement is focusing on supporting current system. The criteria remains as is.*

**Question 73:**

Please refer to ATTACHMENT 4.2 (AMD 001) RATED TECHNICAL CRITERIA, RTC-4, The Bidder should demonstrate, using a maximum of five reference contract(s), experience installing, technically configuring, and administering SAP Solution Manager running Oracle on AIX servers and/or SAP ERP (ECC) running Oracle on AIX servers. Based on our experience, the technology platform SAP Netweaver (Java and/or ABAP stacks) can be installed on many databases and operating systems, among them Oracle on AIX servers. Since the technology platform is shared among several SAP solutions:

- For Netweaver Java Stack: CRM, Solution Manager, Process Orchestration/Integration
- For Netweaver ABAP Stack: ECC, EWM, BW

Given that an expertise required on project related to SAP Netweaver systems such as Solution Manager, PI, ECC, EWM and/or BW is identical and equivalent, would the crown accept to modify the requirement as follows:

RTC4 - "Experience installing, technically configuring, and administering SAP Netweaver systems such as: SAP Solution Manager running Oracle on AIX servers, SAP ERP (ECC) running Oracle on AIX servers, Business Warehouse running Oracle on AIX servers, Process Integration running Oracle on AIX servers, Extended Warehouse Management running Oracle on AIX servers and/or Business Warehouse running Oracle on AIX servers."

**Answer 73:**

*The Crown will not amend the criteria as requested as these are irrelevant to the requirement.*

**Question 74:**

Please refer to **MTC3 Bidders Experience – SAP**

Solicitation No. - N° de l'invitation  
HT218-184552/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
622zm

Client Ref. No. - N° de réf. du client  
HT218-184552/A

File No. - N° du dossier  
622zm – HT218-184552

CCC No./N° CCC - FMS No/ N° VME

e) Including the services of at least four of the same or similar resource category described in section 5.2 of the Statement of Work.

**And**

viii. A list of four consultants (including the name, the category and level of resource, and a copy of an invoice) provided under the referenced contract that is the same or similar to the resource categories described in the RFP, under Section 5.2 of Annex A Statement of Work;

When looking at e) and viii. the Bidder has noticed they are in fact, very different:

**e)** requires the services of at least four of the same or similar resource category described in section 5.2 of the Statement of Work which asks for four consultants in any category. *Is consultants missing after the word four in the previous sentence?*

And

**viii.** requires a list of four consultants including extra substantiating detail that is the same or similar to the resource categories described in the RFP, under section 5.2 of Annex A Statement of work. *The Bidder understands this requirement is to provide a list of four consultants in any of the six categories.* Please confirm this is the correct understanding?

Will the Crown please clarify/confirm that the four (4) consultants (including name, the category and level of resource and a copy of an invoice) the Bidder lists to support meeting the MTC3 e) and viii) requirement, can be in **any of the six (6) resource categories** described in the RFP, under Section 5.2 of Annex A - Statement of Work? For instance, could the Bidder provide four (4) consultants (including name, the category and level of resource and a copy of an invoice) under one category and meet the mandatory MTC3 requirement? If so, will the Crown please adjust the wording of MTC3 e) and viii. Accordingly?

**Answer 74:**

*The Crown will accept a list of four consultants that are the same or similar to any of the resource categories described in the RFP, under section 5.2 of Annex A – Statement of Work. Please see Attachment 4.1 (AMD 004) – Mandatory Technical Criteria of the bid solicitation.*

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

**NOTE: A BID ALREADY SUBMITTED MAY BE AMENDED PRIOR TO THE CLOSING DATE. AMENDING CORRESPONDENCE MUST ADDRESS THE SOLICITATION NUMBER AND THE CLOSING DATE.**