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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 - EL Division/Services
professionnels en informatique - division EL
Terrasses de la Chaudière 4th Floor
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Title - Sujet FMT - SAP Project/Change Management	
Solicitation No. - N° de l'invitation 24062-200610/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 24062-20-0610	Date 2020-10-21
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-642-38510	
File No. - N° de dossier 642el.24062-200610	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-11-06	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Huot(642el), Alain	Buyer Id - Id de l'acheteur 642el
Telephone No. - N° de téléphone (819) 665-7395 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

This Solicitation amendment no. 3 is raised to reply to bidders questions.

Question 20

Reference: Amendment 002

The response to Question 16 says "See changes to the RFP below."

We assume this means your response is affirmative, that the Crown will accept a Certified Change Management Professional Certification (CCMP) to satisfy this requirement. But, we don't see any changes to R1 below, only for R2.

Answer 20

See Amendment below

Question 21

On page 120, under Change Management Consultant R2, Canada asks that the proposed resource should have an SAP certification. As outlined in the Statement of work "The Contractor will provide Informatics Professional Services in support of current and future TBS projects related to SAP S4/Hana platform."

Canada also states that "other government departments and agencies may require the Contractor's services to implement the common financial management system."

In order to evaluate the Change Management Consultant category and their experience related to SAP S4 Hana, an SAP certification may not mitigate any risk to the Crown that the Bidder has the experience required to perform the tasks with sound insights from previous engagements. Would Canada consider replacing this requirement with the following:

- a. The resource should either hold a valid SAP Certification or have experience of one (1) or more S4/Hana projects within the last 3 years prior to the solicitation issuance date of this RFP.

Answer 21

This request is denied.

Question 22

On page 121, under Project Executive, Canada requests that the proposed resource one recognized professional certification in the following:

- Project Management Professional (PMP);
- Certified Associate in Project Management (CAPM);
- Program Management Professional (PgMP);
- Portfolio Management Professional (PfMP);
- Project Management Institute (PMI) Agile
- Certified Practitioner (PMI-ACP);
- PMI Professional in Business Analysis (PMIPBA);

- PMI Risk Management Professional (PMIRMP);
- PMI Scheduling Professional (PMI-SP)

While a significant portion of the activities related to the FMT opportunity are centered around the Financial system and related data, scope element 3.3. clearly states the importance of a streamlined, standardized approach to financial management which stems from leading practice finance processes. An individual with a CPA/CMA understands these financial processes, how financial data flows through the processes and across processes, enabling them to effectively challenge current state practices and design a future state that will generate timely, accurate financial information that can be used to drive insights and support effective decision-making. Furthermore, FMT includes the implementation of Accrual Budgeting, which is a new approach for government. Having a solid understanding of the processes and principles that underpin this approach will help Canada facilitate stakeholder adoption and support leading practice design.

Would Canada consider including a CPA, CMA or equivalent to the list of acceptable certifications?

Answer 22

This request is denied.

Question 23

On page 122, under Project Executive R2, Canada asks that the proposed resource should have an SAP certification. As outlined in the Statement of work "The Contractor will provide Informatics Professional Services in support of current and future TBS projects related to SAP S4/Hana platform." Canada also states that "other government departments and agencies may require the Contractor's services to implement the common financial management system." In order to evaluate the Project Executive category and their experience related to SAP S4 Hana, an SAP certification may not mitigate any risk to the Crown that the Bidder has the experience required to perform the tasks with sound insights from previous engagements. Would Canada consider replacing this requirement with the following:

The resource should either hold a valid SAP Certification or have experience of one (1) or more S4/Hana projects within the last 3 years prior to the solicitation issuance date of this RFP.

Answer 23

This request is denied.

Question 24

Re: Attachment 4.3; Bidder Response Template for M1 and R1; Section 3: Resource Details;

We request the following clarifications regarding instructions on how to complete the third column of Section 3, "*Non-M1 -Matching Categories ONLY*":

- a. Please confirm this column is to be completed for both M.1 and R.1.

- b. Please confirm that the requested *"tasks performed, including substantiation"*, are only to be provided for resource categories that do not match; and for matching categories, this column should be left blank.
- c. Providing the number of billable days for resource(s) is not a requirement of M.1 and R.1 in Attachment 4.1. Please confirm the request for the *"number of Billable days"* in Section 3 should be omitted as it does not apply to M.1 and R.1.

Answer 24

- a. This column is to be completed for both M.1 and R.1.
- b. Confirmed.
- c. Confirmed

Question 25

Reference: Amendment 001, Q1

The response to this question states "Before award of a contract, the Bidder's proposed individuals must have a Secret Clearance."

The SRCL attached to the RFP notes both Reliability and Secret, in keeping with the resulting contract for "as and when" resources, as different engagements might have different security requirements that could be noted in individual TAs. In addition, Part 7 Resulting Contract Clauses, Clause 7.5 states "The Contractor 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, Confidential or Secret as required, granted or approved by CISD/PWGSC."

Please confirm that the response to Q1 should read "The Bidder's proposed individuals must have a minimum of Reliability status at the time of bid submission."

Answer 25

Canada confirms that all proposed resources must have a security clearance at the level of Reliability Status or Secret at Contract Award.

Question 26

We have a question regarding the amended R2 for the Change Management Consultant:

"other change management certifications provided the resource demonstrates experience with ERP software, enterprise COTS or similar software implementation"

Are you looking more than 1 Change Management Certification? Also how many months experience are you looking for or will any ERP/COTS experience be sufficient?

Answer 26

Canada confirms that it is looking for a minimum of one (1) Change management certification and to demonstrate the experience ERP software, enterprise COTS or similar software implementation 1 project will suffice.

See amendment below

Question 27

Reference: Attachment 4.2, Mandatory criteria page 113

M1 for the Project Executive Level 3 state the proposed resource has a minimum of one hundred and twenty (120) months of Project Management or Change Management experience or sixty (60) months of Change Management experience with a relevant recognized professional project or change management professional certification leading complex transformational initiatives performing at least three (3) of the following tasks:

- viii. Complex Enterprise Resource Planning software, Enterprise COTS or similar software

Implementation

- ix. Software Development
- x. Advisory role to senior executive capacity
- xi. Managing more than two (2) project managers
- xii. Risk management
- xiii. Concept of Operations (ConOps)
- xiv. System Implementation Plans

For the role of a Project executive, Change Management experience is not relevant and would not provide the breadth and depth of experience required for this position. In addition to this, there is a Change Management role within this response that would cover off the required Change Management experience needed for the project. Would the crown consider changing the requirement to read "the proposed resource has a minimum of one hundred and twenty (120) months of Project Management or Project Executive experience leading complex transformational initiatives performing at least three (3) of the following tasks:

- viii. Complex Enterprise Resource Planning software, Enterprise COTS or similar software

Implementation

- ix. Software Development
- x. Advisory role to senior executive capacity
- xi. Managing more than two (2) project managers
- xii. Risk management
- xiii. Concept of Operations (ConOps)
- xiv. System Implementation Plans

Answer 27

This request is denied.

Question 28

Re: Attachment 4.2; Project Manager, Level 3; R2;

R2 states: *"The bidder should demonstrate that the proposed resource has experience within the last 5 years prior to the solicitation issuance date, managing or contributing to the management of Task Authorizations."*

We request the following confirmation and clarifications:

- a. "Task Authorizations" are a method of supply specific to the Government of Canada. Private organizations use similar methods however, these are generally called Purchase Orders or Work Orders. Only accepting "Task Authorizations" will unfairly exclude qualified resources with private sector experience. To ensure a competitive procurement process with a larger pool of highly qualified resources, please confirm that experience managing or contributing to the management of Purchase Orders and/or Work Orders will be acceptable for R2.
- b. We request clarification regarding how the Crown defines "managing or contributing to the management of" Task Authorizations (TA). For example, it is not clear if the Crown is referring to financial management (e.g. tracked spending on a TA) or for the management of consultant resources, or something else. Please provide a clear description of the Crown's meaning of "managing or contributing to the management of Task Authorizations".

Answer 28

- a. Canada confirms that purchase or work orders fall into the definition of Task Authorization for the purpose of the criterion.
- b. See AMD below

Question 29

In response to Question and Answer 18 in Amendment 2, would Canada please issue an amendment to the M1 and R1 Bidder Response Template to read that the IM / IT Project Management professional services provided under the contract must have been performed within the six (6) years prior to the solicitation publication date?

Answer 29

See AMD Below

Question 30

Regarding the rated criterion R1 for the Project Executive Role, will the Crown amend this criterion to also accept either a ITIL Foundations or higher certification or a Certified Risk Information Systems Control (CRISC) certificate?

Answer 30

This request is denied.

Question 31

Change Management Consultant Level 3, R1 asks that the resource has at least one (1) of the following recognized professional certifications:

- Change Management Practitioner
- Project Management Professional (PMP);
- Certified Associate in Project Management (CAPM);
- Program Management Professional (PgMP);
- Project Management Institute (PMI) Agile; and
- PMI Risk Management Professional (PMIRMP);

Please confirm the crown will accept Prosci as a recognized professional certifications to satisfy this requirement?

Answer 31

See Amendment below

Question 32

R1 for the Change Management Consultant:

The Contractor should demonstrate that the proposed resource has, at least one (1) of the following recognized professional certifications:

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- Change Management Practitioner
- Project Management Professional (PMP);
- Certified Associate in Project Management (CAPM);
- Program Management

Professional (PgMP);

- Project Management Institute (PMI) Agile; and
- PMI Risk Management

Professional (PMIRMP);

- Certified Change Management Professional Certification (CCMP) (this was added)

Please confirm that the Crown will accept a PROSCI Change Management Certification.

Answer 32

See Amendment below

Question 33

For the R1 Resource Assessment Criteria for the Change Management Consultant - Level 3, would Canada please include the Canadian Human Resources Leader (CHRL) certification as a recognized professional certification? The CHRL certification includes formal education and course work, a comprehensive knowledge examination, and at least three years of demonstrated experience at a professional level in the scope of practice for human resources, including dimensions of Organizational Change Management

Answer 33

This request is denied.

Question 34

Re: Attachment 4.2; Change Management Consultant, Level 3; R1

R1 states, *"The Contractor should demonstrate that the proposed resource has, at least one (1) of the following recognized professional certifications:*

- *Change Management Practitioner*
- *Project Management Professional (PMP);*
- *Certified Associate in Project Management (CAPM);*
- *Program Management Professional (PgMP);*
- *Project Management Institute (PMI) Agile; and*
- *PMI Risk Management Professional (PMIRMP);"*

Prosci is the industry standard for change management practitioners worldwide. Prosci is a widely recognized professional change management certification that is also recognized by the PMI institute as eligible for 24 PDU's. Accepting only the six certifications listed in R1 is extremely limiting and excludes highly qualified resources with relevant experience and similar certifications from competition. To ensure a competitive procurement process with a larger pool of highly qualified resources, will the Crown please accept the Prosci certification as acceptable to meet R1?

Answer 34

See Amendment below

Question 35

Re: Amendment No. 002; Q&A #17; Change Management Consultant, Level 3; R2

In amendment 2, Q&A #17, the Crown introduced the following criteria that would also satisfy R2:
“other change management certifications provided the resource demonstrates experience with ERP software, enterprise COTS or similar software implementation”

We request the following confirmation and clarifications:

- a. Regarding *“other change management certifications”*, will the Crown please confirm that only one (1) *“other change management certification”* is required to satisfy this part of the requirement?
- b. Regarding *“provided the resource demonstrates experience with ERP software, enterprise COTS or similar software implementation”*, no time frame was given for the length of these projects. Can the Crown please confirm the amount of experience (duration) needed to meet this requirement?

Answer 35

See amendment below

The following changes apply to the RFP: The following changes apply to the RFP:

1. **At ATTACHEMENT 4.2 POINT RATED CRITERIA**
- 2.0 **Point Rated Resource Assessment Criteria:**

Change Management Consultant, Level 3

Please delete the Following

R1	<p>The bidder should demonstrate that the proposed resource has, at least one (1) of the following recognized professional certifications:</p> <ul style="list-style-type: none">• Change Management Practitioner• Project Management Professional (PMP);• Certified Associate in Project Management (CAPM);• Program Management Professional (PgMP);• Project Management Institute (PMI) Agile; and• PMI Risk Management Professional (PMIRMP); <p>A copy of the resource’s valid certification should be submitted with the bidder’s bid.</p>
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Insert the Following

R1	<p>The bidder should demonstrate that the proposed resource has, at least one (1) of the following recognized professional certifications:</p> <ul style="list-style-type: none"> • PROSCI Change Management Certification • Certified Change Management Professional Certification (CCMP) • Change Management Practitioner • Project Management Professional (PMP); • Certified Associate in Project Management (CAPM); • Program Management Professional (PgMP); • Project Management Institute (PMI) Agile; and • PMI Risk Management Professional (PMIRMP); <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p>
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2.0 Point Rated Resource Assessment Criteria:

Change Management Consultant, Level 3

Please delete the following

R2	<p>The bidder should demonstrate that the proposed resource has, an SAP Certification; or other change management certifications provided the resource demonstrates experience with ERP software, enterprise COTS or similar software implementation; or 24 months' experience in a similar change management consultant capacity on an S/4 HANA project</p> <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p>	<p>Yes = 5 point No = 0 points</p>	5	
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Insert the following

R2	<p>The bidder should demonstrate that the proposed resource has, an SAP Certification; or *other change management certifications provided the resource demonstrates</p>	<p>Yes = 5 point No = 0 points</p>	5	
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	<p>experience with one (1) project with ERP software, enterprise COTS or similar software implementation; or 24 months' experience in a similar change management consultant capacity on an S/4 HANA project</p> <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p> <p>Note: *Canada is looking for a minimum of one (1) Change management certification.</p>			
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Project Manager, Level 3

Please delete the following

R2	The Contractor should demonstrate that the proposed resource has experience within the last 5 years prior to the TA issuance date, managing or contributing to the management of Task Authorizations.	<p><12 months = 5 points +12-24 months = 7 points > 24 months = 10 points</p>	10	
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Insert the following

R2	<p>The Contractor should demonstrate that the proposed resource has experience within the last 5 years prior to the TA issuance date, managing or contributing to the management of Task Authorizations.</p> <p>Notes: Managing or contributing to the management of Task Authorizations for the Project Manager means managing the information that arise from a Task Authorization, making decision from that information.</p> <p>Contributing to the management of Task Authorizations would include input into the creating or adjusting of the content whether that be financial such as costing</p>	<p><12 months = 5 points +12-24 months = 7 points > 24 months = 10 points</p>	10	
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	or level of effort, etc. or business content such as description of work, etc.			
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2. At APPENDIX C TO ANNEX A - RESOURCES ASSESMENT CRITERIA AND RESPONSE TABLE

2.0 Point Rated Resource Assessment Criteria:

Change Management Consultant, Level 3

Please delete the Following

R1	<p>The bidder should demonstrate that the proposed resource has, at least one (1) of the following recognized professional certifications:</p> <ul style="list-style-type: none">• Change Management Practitioner• Project Management Professional (PMP);• Certified Associate in Project Management (CAPM);• Program Management Professional (PgMP);• Project Management Institute (PMI) Agile; and• PMI Risk Management Professional (PMIRMP); <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p>
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Insert the Following

R1	<p>The bidder should demonstrate that the proposed resource has, at least one (1) of the following recognized professional certifications:</p> <ul style="list-style-type: none">• PROSCI Change Management Certification• Certified Change Management Professional Certification (CCMP)• Change Management Practitioner• Project Management Professional (PMP);• Certified Associate in Project Management (CAPM);• Program Management Professional (PgMP);• Project Management Institute (PMI) Agile; and• PMI Risk Management Professional (PMIRMP); <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p>
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Change Management Consultant, Level 3

Please delete the following

R2	<p>The bidder should demonstrate that the proposed resource has, an SAP Certification;</p> <p>or</p> <p>other change management certifications provided the resource demonstrates experience with ERP software, enterprise COTS or similar software implementation;</p> <p>or</p> <p>24 months' experience in a similar change management consultant capacity on an S/4 HANA project</p> <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p>	<p>Yes = 5 point No = 0 points</p>	5	
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Insert the following

R2	<p>The bidder should demonstrate that the proposed resource has, an SAP Certification;</p> <p>or</p> <p>*other change management certifications provided the resource demonstrates experience with one (1) project with ERP software, enterprise COTS or similar software implementation;</p> <p>or</p> <p>24 months' experience in a similar change management consultant capacity on an S/4 HANA project</p> <p>A copy of the resource's valid certification should be submitted with the bidder's bid.</p> <p>Note: *Canada is looking for a minimum of one (1) Change management certification.</p>	<p>Yes = 5 point No = 0 points</p>	5	
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Project Manager, Level 3

Please delete the following

R2	The Contractor should demonstrate that the proposed resource has experience within the last 5 years prior to the TA issuance date, managing or contributing to the management of Task Authorizations.	<12 months = 5 points +12-24 months = 7 points > 24 months = 10 points	10	
-----------	---	--	----	--

Insert the following

Project Manager, Level 3

R2	<p>The Contractor should demonstrate that the proposed resource has experience within the last 5 years prior to the TA issuance date, managing or contributing to the management of Task Authorizations.</p> <p>Notes:</p> <p>Managing or contributing to the management of Task Authorizations for the Project Manager means managing the information that arise from a Task Authorization, making decision from that information.</p> <p>Contributing to the management of Task Authorizations would include input into the creating or adjusting of the content whether that be financial such as costing or level of effort, etc. or business content such as description of work, etc.</p>	<12 months = 5 points +12-24 months = 7 points > 24 months = 10 points	10	
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3. At ATTACHEMENT 4.3 BIDDERS RESPONSE TEMPLATE

Please delete the following

BIDDER'S RESPONSE TEMPLATE FOR M1 and R1
Bidder Name: _____ Bidder Contract Reference #: _____
SECTION 1: CUSTOMER CONTACT INFORMATION

Client Organization Name	
Client Contact Name	
E-mail Address or Phone Number	
Number of employees	
SECTION 2: CONTRACT INFORMATION	
Contract Value	
Contract Award Date	
Contract End Date	
TBIPS Contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
IT / IM Project Management professional services Areas the contract is related to:	<input type="checkbox"/> Project Management Office <input type="checkbox"/> Supports Transformational Initiatives <input type="checkbox"/> Support Program Activities <input type="checkbox"/> Enterprise-wide and Multi-Stakeholder <input type="checkbox"/> Enterprise Resource Planning (ERP), Enterprise COTS or similar Software
Is this contract with a single client?	<input type="checkbox"/> Yes <input type="checkbox"/> No
The IT / IM project or change management or professional services provided under the contract performed within the 5 years prior to the solicitation publication date?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Contract Summary (up to one paragraph description of the key scope and responsibilities)	

Insert the following

BIDDER'S RESPONSE TEMPLATE FOR M1 and R1

Bidder Name: _____ Bidder Contract Reference #: _____

SECTION 1: CUSTOMER CONTACT INFORMATION

Client Organization Name

Client Contact Name

E-mail Address or Phone Number

Number of employees

SECTION 2: CONTRACT INFORMATION

Contract Value

Contract Award Date

Contract End Date

TBIPS Contract?

☐ Yes

☐ No

IT / IM Project Management professional services Areas the contract is related to:

☐ Project Management Office

☐ Supports Transformational Initiatives

☐ Support Program Activities

☐ Enterprise-wide and Multi-Stakeholder

☐ Enterprise Resource Planning (ERP), Enterprise COTS or similar Software

Is this contract with a single client?

☐ Yes

☐ No

The IT / IM project or change management or professional services provided under the contract performed within the 6 years prior to the solicitation publication date?

☐ Yes

☐ No

Contract Summary (up to one paragraph description of the key scope and responsibilities)

Sollicitation
24062-200610/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
642e1

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ALL OTHER TERMS REMAIN UNCHANGED