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TPSGC

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Gatineau

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K1A 0S5

Bid Fax: (819) 997-9776

**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

10 Wellington Street

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> IT Professional Services TBIPS 2	
<b>Solicitation No. - N° de l'invitation</b> 08843-190230/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> 20190230	<b>Date</b> 2021-10-14
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-629-39946	
<b>File No. - N° de dossier</b> 629el.08843-190230	<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> Eastern Daylight Saving Time EDT <b>on - le 2021-10-21</b> Heure Avancée de l'Est HAE	
<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> Morin, Sylvie	<b>Buyer Id - Id de l'acheteur</b> 629el
<b>Telephone No. - N° de téléphone</b> (613) 859-0761 ( )	<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>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<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>

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The Request for Proposal (RFP) Amendment 004 is raised to answer Bidders questions.

## **QUESTIONS AND ANSWERS**

### **Question 13**

For criteria that require resources to demonstrate cumulative years of experience, providing contact information of client project representatives that could go back more than 5 years is quite cumbersome. This broad time span could include client representative contacts who may have retired or moved on to different employment and finding replacement representatives with knowledge of the project and our proposed resource's performance for these mature project experiences may not be possible.

Instead, we kindly recommend that Canada requests client references for recent projects that have been delivered over the past two or three years.

### **Answer 13**

GAC confirms that Bidders must provide references in the bid submission only for Projects delivered within the last three years. GAC reserves the right to request and check references of any project in the bid submission.

### **Question 14**

Mandatory 1.1.1 Project Manager M1 states: The Bidder must demonstrate that the proposed resource, holds a bachelor degree's from a recognized post-secondary institution in any discipline.

The Bidder must provide proof of education and certification.

Could the Crown please confirm that a Master's degree from a recognized post-secondary would satisfy this requirement?

### **Answer 14**

Bachelor degree or higher will be accepted.

### **Question 15**

Re: Corporate R2. Given that GAC is looking for both depth and breadth of experience in Blue Prism, we propose that this rated requirement be graduated across the Blue Prism capabilities and levels. For example, 2 points awarded for having a baseline silver in all 3 capabilities, 3 points awarded for gold in each capability, and 3 points for platinum in each capability, for a total of 20 points should a vendor have platinum in all 3 capabilities.

We propose the following amendment to the scoring method:

2 points total for having silver certification level

3 points per category / competency at gold certification

3 points per category / competency at platinum certification

Therefore, Platinum certification in all levels = 20 points

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## **Answer 15**

Canada has reviewed the request, however the requirement remains unchanged.

## **Question 16**

Re: Section 3.2 (a) (iii) (v) (A) – For Proposed Resources and Corporate Point Rated Criteria R3 – Certified Blue Prism Developers based in Canada

We understand that Global Affairs is seeking a vendor with both the breadth and depth of experience to fulfill the project requirements. In our experience such vendors are able to meet these criteria via depth of in-house resources, rather than through the use of subcontractors or independent contractors. As such, we propose that for the purposes of evaluating resources, the definition of “proposed resources” only include “employees of the Bidder” – the definition should therefore exclude employees of a subcontractor and exclude independent contractors. We propose that this clause be amended to: “Proposed resources must be employees of the Bidder.”

Furthermore, this should apply to Corporate Point Rated Criteria R3 – the Blue Prism Certified Developers listed should also be employees of the Bidder, to ensure Global Affairs receives the highest level of coordinated service for this project.

## **Answer 16**

Canada has reviewed the request, however the requirement remains unchanged.

## **Question 17**

Re: 4.3 (c)(ii)(C) Financial Point Allocation to roles

In our experience, when the financial scoring point assignment is heavily weighted towards the junior roles (programmer/developer, business consultant), e.g. the programmer is worth 4 times the point value of the technical architect right now, this incentivizes vendors in a “race to the bottom” to submit low rates, and therefore these low rates result in very junior resources deployed to the client. We understand that GAC is seeking experienced, senior developers with sufficient depth of experience to provide a high quality of service and deliverables. As such, we propose that GAC reduce the relative weighting differentials between all roles, so that vendors are not incentivized to propose “race to the bottom” rates for developers and business consultants – this will result in rates which are supportive of bringing seniority commensurate to the project requirements at GAC.

## **Answer 17**

Canada has reviewed the request, however the requirement remains unchanged.

## **Question 18**

Re: 5.0 Resource Requirements – I.11 Technical Architect Level 2

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At large RPA implementations at our other clients, a key success factor is to ensure senior resources who have more experience in integrating technology solutions with business outcomes. This role is typically served by a Technical Architect which understands both the technology and the business environment. To allow vendors to bring this appropriate level of senior leadership, we request that GAC change the Technical Architect role from Level 2 to Level 3 both within the Statement of Work (5.0 Resource Requirements) and Annex B Basis of Payment.

#### **Answer 18**

Canada has reviewed the request, however the requirement remains unchanged.

#### **Question 19**

Re: 2.1.1 Project Manager Level 2, Rated Requirement R2 "The Bidder should demonstrate that the proposed resource holds a Project Management Professional (PMP) Certification."

We understand that at Global Affairs there is a shift from Waterfall to Agile projects. Given this, we ask that the Crown expand this requirement to include a Scrum Master Certification as equivalent and be awarded 10 points against this criteria.

#### **Answer 19**

Canada has reviewed the request, however the requirement remains unchanged.

#### **Question 20**

At the time of bid submission, Bidders are to address the criteria in *Attachment 2 Evaluation Criteria – Mandatory Requirements* and *Attachment 3 Evaluation Criteria – Rated Requirements* which include mandatory and rated requirements for the Project Manager Level 2; Programmer/Software Developer Level 2; and Business Consultant Level 2.

The Technical Architect Level 2 and Programmer/Software Developer Level 1 will only be required at the TA stage and therefore are not expected to be submitted as part of our response on October 21. Is this understanding correct?

#### **Answer 20**

Yes, this is correct.

#### **Question 21**

Given there are points allocated to the resource categories in Appendix C to Annex A, could you please clarify the purpose of the points in Appendix C to Annex A?

#### **Answer 21**

These points will serve to evaluate resources

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**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**