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Solicitation # POM240422-001-00
ENTERPRISE RESOURCE PLANNING SYSTEM (ERP) IMPLEMENTATION, LICENSING AND PROFESSIONAL SERVICES

Questions and Answers

Round 3

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To all Proponents:
VIA HFR wishes to respond to the following questions:

Question1:

Under Mandatory Criteria, Req 2 states "The software editor (OEM) must already have totally or partially deployed their ERP solution at the Government of Canada or with a Federal Crown Corporation of Canada". The term partially is a subjective term, the term "partially" implies that the requirements are not fully defined or that there is some flexibility in the expectations, which may not be intentional. This can result in bidders submitting proposals that do not fully meet the intended requirements, or worse, proposing solutions that are not aligned with the client's needs. Instead, it's recommended to be clear and specific about the requirements, using language that is concise and unambiguous, to ensure that bidders understand exactly what is expected of them. We request that VIA HFR adjust Req 2 to state:

"The software editor (OEM) must already have fully deployed their proposed ERP solution at the Government of Canada or with a Federal Crown Corporation of Canada."

Answer1:

VIA HFR rejects the proposition. No change.

Question2:

Under Mandatory Criteria, Req 12 states "Must meet the Government of Canada's core accessibility requirements (Min WCAG 2.0)". As the software will need to be configured and access to the software, for the end user, is via a configurable front end (variety of platforms as per Req 16), the accessibility requirements must be relevant once the system has been configured. We request that Req 12 be adjusted to read:
"Must substantiate that the software meets the Government of Canada's core accessibility requirements (Min WCAG 2.0) and clarify how the integrator can ensure the solution meets the accessibility requirements post configuration of the software."

Answer2:

VIA HFR is assuming minimal to no customization of the proposed ERP solution. No change.

Question3:

We are a multi- software platform advisory and technology firm that has established partnerships with all major software providers you are likely considering. It is our belief that Via HFR would benefit from technology design and implementation approach / tools / experiences that firms like ours can provide. There are many factors that may be limiting our ability to partner with the right software vendor in this case such as: the software vendor may

feel that our services would compete with theirs, the software vendor may have already decided to exclusively partner with one competitor, etc. As such, are you amendable to having technology design and implementation firms submit a proposal based on the solution design, implementation, and support services components of this RFP?

Answer3:

The Proponent is required to submit a complete bid (proposal) which includes all the required elements/components documented in the RFP.

Question4:

Can you provide details on your aim with the HR case management module? Is it specifically intended for managing leave of absence and disability claims?

Answer4:

The HR case management module should include the leave of absence, disability claims, incidents, complaints, and policy revisions.

Question5:

Could you tell us what scenarios should the electronic signatures feature be used?

Answer5:

VIA HFR intends to use the electronic signature in various scenarios to streamline processes. Here are some typical use cases for electronic signatures (example):

- HR and Employee Onboarding: For signing employment contracts, benefits enrollment forms, policy agreements, and performance reviews.
- Financial Transactions: For authorizing invoice payments
- Vendor and Supplier Agreements: For signing purchase orders, service level agreements, procurement contracts, and supplier agreements.
- Online Subscriptions: For agreeing to the terms of an online subscription service

Question6:

Are Recruitment, Applicants tracking and Candidate Engagement mandatory? Would you consider proposals without those features and functionalities?

Answer6:

All features listed in the Point Rated (Functionality) Tab are not mandatory and will be point rated by VIA HFR.

Question7:

Could VIA HFR provide a list of present technical solutions that Phase 1 of the implemented solution must integrate with? What future systems/ technical solutions does VIA HFR intend the implemented solution to integrate with, so that a firm, all-inclusive fee can be provided in the "Proposed Integration (Payroll-ADP, Oracle Primaveira Cloud, etc)" section of the pricing submission form for years 2 to 5?

Answer7:

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For the purpose of costing, the Proponent should assume that Phase 1 includes Oracle Primaveira Cloud and a Payroll third party like ADP. The Proponent should assume that the system choices will be reassessed during the implementation phase.

Question8:

Under the Implementation and Deployment Methodology, REQ # 4 states: The Proponent should provide a list of other personnel who will be available or assigned to the various streams of work. Credentials and experience should be included. The Proponent should describe the institutional resources and capabilities it is able to bring to this mandate. Part of this Requirement is already answered in REQ # 2 under the same topic, we request REQ # 4 under Implementation and Deployment Methodology is amended to:

The Proponent should describe the additional institutional resources and capabilities it is able to bring to this mandate beyond the project team listed.

Answer8:

VIA HFR accepts the proposed change. Therefore, REQ#4 under "Implementation and Deployment Methodology" under the tab "Documentation Checklist" should read "The Proponent should describe the additional institutional resources and capabilities it is able to bring to this mandate beyond the project team listed."

Please refer to amd#1 Selection Criteria (Excel spreadsheet).

Question9:

I saw in the point rated functionality tab, line 76 that it asks for integration with Business Central Financial Capabilities. What Microsoft Business Central solutions are you planning to use? Microsoft Business Central is its own standalone ERP, so I am curious for some clarification.

Answer9:

To clear up any potential confusion, we are removing reference of Business Central in the line 76 and changing it to read "Integration with Power Apps (for Finance)" under tab "Point Rated (Functionality)"

Also Line 78 is changed to read "Data adapter for integration with Reporting tool" under tab "Point Rated (Functionality)"

Please refer to amd#1 Selection Criteria (Excel spreadsheet).

Question10:

Main RFP Document, 2.4.e. While the proponent agrees that ~~VIA Rail~~ VIA HFR may keep copies the Proposal material submitted and may copy and use Proposal materials for the purposes of the RFP process, the proponent does not waive its moral rights or provide any further IP rights to ~~VIA Rail~~ VIA HFR. Can ~~VIA Rail~~ VIA HFR confirm that any confidential and proprietary information provided by a Proponent will only be used for the purpose of the ~~RFS~~ RFP assessment and will be treated in accordance with the terms of the Mutual Non-Disclosure Agreement between the parties (if the parties' have one in place)?

Answer10:

    a. VIA HFR is confirming that any confidential and proprietary information provided by a Proponent will only be used for the purpose of the RFP assessment and will be treated confidentially.

    b. VIA HFR – VIA TGF Inc. is a distinct Crown corporation. All Proponents should stop referring to Via Rail.

Question11:

Point Rated (Functionality), Line 41, "Cost Accounting". Can we have a little bit more information on the type of Cost Accounting is currently being done?

Answer11:

There is no cost accounting currently being done

Question12:

Point Rated (Functionality), Line 60, "Account Schedules". I'm not familiar with this term. Can you please elaborate further and give an example?

Answer12:

Accounting schedules are reports that support the makeup of financial statement line items as a line item on the Financials more often than not are made up of multiple line items/accounts

Question13:

Main RFP Document 2.4.p. VIA HFR is not obligated pursuant to this RFP to deal exclusively with a single Proponent and may deal with one or more of the Proponents at VIA HFR's sole and absolute discretion and it may enter into a Contract with multiple Proponents. In submitting a proposal, each Proponent will be deemed to have acknowledged that VIA HFR may contract with others in relation to this RFP or may otherwise obtain the same or similar services by other means and on different terms.

Can you please elaborate on that point. We would like to know if this means - for example - that Via HFR could contract with a solution provider while contracting with a solution integrator which could be different from the one presented by the solution provider in the first place

If this is accurate, could we have the option of presenting in the RFP response two solution integrator option giving Via HFR the opportunity to pick the option it likes best?

Please provide with guidance, we will structure our response accordingly.

Answer13:

    a. VIA HFR intends to select one Proponent with one single ERP solution.

    b. Please refer to Part 2, section 2.1 - Proponents must only submit one (1) bid proposing only one (1) ERP solution suite. Proponents who submit more than one (1) bid will be disqualified.

Question14:

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Main RFP Document, Solution Scope, point#3, Managed Support and Maintenance Services. Can you please elaborate on what Via HFR define as 'managed support and maintenance services?

We would like to determine if Via HFR expect an AMS (Application Management Services) as part of the offering. Application Management Services (AMS) are a type of service that provides ongoing support and maintenance for applications over the term of a contract (example: the AMS would complete configurations or solution improvement or develop new integrations on behalf of Via HFR - TGF team).

Please provide guidance.

Answer14:

VIA HFR intends to leverage the Proponent resources as SMEs (Subject Matter Experts) after Phase 1 implementation (post-go-live). VIA HFR will reassess and determine the needs after the Phase 1 implementation.

Question15:

Pricing form (excel): Can you please explain the difference between 'Unit Price CAD' (Column D) VS 'Unit cost' (Column E)?

Answer15:

The Proponent is required to indicate the currency in columns D, H, L, P, T (CAD or other) and the unit value in column E, I, M, Q, U

Parked Question to Round4:

Under Mandatory Criteria, Req 22 states "The proposed solution must be geographically located in Canada (data must be processed and stored in Canada)". Our understanding is that the requirement is to ensure the solution is fully deployed in Canada, with all data stored and processed in Canada. However, this does not include the requirements for implementation as proponents who utilize offshore resources will open the data to be processed and potentially stored outside of Canada. We request that Req 22 be adjusted to read:

"The proposed solution must be located and deployed fully within Canada, all data be processed and stored in Canada, and the implementation be fully delivered within Canada with no element being delivered (include remotely) outside of Canada to ensure the highest level of security."

Answer to parked question

VIA HFR will answer this question in Round4

Note:

All questions received after July 3rd will be in Round4