hfr-tgf

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

Questions and Answers

Round 4 – LAST ROUND

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

Question1:

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."

Answer1:

VIA HFR is changing REQ#10 to "Must be a Cloud based Software As A Service (SAAS) with sensitive data hosted in a Canada-based data centre".

VIA HFR is changing REQ#22 to "The proposed solution with sensitive data must be geographically located in Canada".

All resources (including those located outside Canada) will need to hold a valid Government of Canada reliability status and the company will need to be registered with the PSPC Contractor Security Program (CSP) before awarding a contract.

Question2:

Are there any blackout periods where we cannot perform the cut-over /Go-live activities?

Answer2:

No blackouts are planned since this is a new ERP implementation and is independent of the actual situation. Except the Holiday season where staff usually take some time off between Dec 21 to Jan 5.

Question3:

Please specify the number of ledgers and legal entities that would be required to be configured.

Answer3:

There is no specific minimum or maximum number of ledgers required. The proposed solution and implementation will need to be in accordance with accounting best practices and HFR's operating environment. Only one legal entity is required at the onset but is likely to be expanded and fully consolidated with HFR's financials.

Question4:

Under Budgeting, row 85, could some additional detail on the requirement for Procurement lite (PO, PR, Financial invoice) please be provided?

Answer4:

Procurement lite refers to a simplified or streamlined approach to the procurement process, focusing on the essential elements like Purchase Orders (PO), Purchase Requisitions (PR), and financial invoices without the complexity of a full procurement system.

Question5:

Under Budgeting, rows 86 & 87, do the indirect tax requirements refer to minimum tax liability reporting of tax under varying tax jurisdictions?

Answer5:

VIA HFR must meet the requirements for the collection, storing and remittance of indirect taxes in a variety of jurisdictions in Canada and abroad. The proposal should indicate the solution's ability to handle these requirements, including compliance with applicable regulations/laws.

Question6:

Ref (Mandatory Criteria - REQ #1)
"The integrator must have experience deploying or maintaining ERP solutions with the Government of Canada or with a Federal Crown Corporation of Canada"

We understand that VIA HFR is seeking to secure a partnership with an ERP integrator that has extensive experience and a proven ability to provide support and delivery. Considering our extensive experience in Canadian airports, provincial government and collective transportation, VIA HFR would be disqualifying competent and competitive capabilities by making federal government experience mandatory. Would VIA HFR consider changing this requirement to a preferred qualification ("should")?

Answer6:

VIA HFR rejects the proposition. No change.

Question7:

Ref (Mandatory Criteria - REQ #15)
"Must support HR case management natively (preferred) or through 3rd party integration."

For validation purposes, can you please be more specific as to what case management means to your organization.

Answer7:

HR case management is a structured process used by Human Resources to manage and resolve employee requests, inquiries, and issues. The Proponent is invited to consult round3, answer4 for additional details.

Question8:

Ref (Mandatory Criteria - REQ #24)
"The proposed System Integrator as well as the SaaS provider must demonstrate that they are registered in the Contract Security Program with a Designated Organization Screening (DOS) along with a Document Safeguarding Capability (DSC) at the Protected B level - Security requirements for contracting with the Government of Canada – Canada.ca (tpsgc-pwgsc.gc.ca)"

We are actively working on our SOC 2 Type II certification, which we will receive in December 2024. Following the receipt of our certification, we will begin the processes with the federal government to be registered in the Contract Security Program (CSP) with a Designated Organization Screening (DOS) and a Document Safeguarding Capability (DSC) at the Protected B level for contracting with the Government of Canada by April/May 2025. Is our submission acceptable considering the timelines required to obtain the necessary registrations to contract with the federal government?

Answer8:

The Proponent is required to demonstrate evidence that it complies to REQ 24 before the contract award. VIA HFR intends to award the contract in early September 2024 (please refer to section 3.6 RFP Timetable in the Main RFP Document). Lack of compliance will result in VIA HFR selecting the next highest ranked compliant Proponent. VIA HFR would like to remind Proponents that we are working on a very tight and aggressive timeline.

Question9:

Do subscriptions/licenses also have to be acquired under a single contract by a single entity ("Proponent") or can there be several contracts by different entities depending on the products/software?

Answer9:

Yes, VIA HFR intents and recommends a single contract. However, VIA HFR does not want more then one (1) single software vendor (integrator) for the ERP solution. Depending on the proposed ERP solution, VIA HFR is open to analyse each proposed case.

Question10:

Can VIA HFR further specify what the requirements are for time entry and benefits administration as part of the initial Phase 1 deployment?

Answer10:

VIA HFR intends to have staff submit their leave, vacation, etc. but not "punch in" on a daily basis. VIA HFR intends to use the benefits administration functionality to determine each employee coverage and calculate their premiums, etc.

Question11:

Regarding Mandatory Criteria #10 and #22 requirements for data hosting in Canada, regarding the requirement for travel and expense, would VIA HFR consider that travel data is not sensitive and remove the requirement for just travel/expense data not require hosting in Canada? We have a project with a current Canadian federal agency who did not consider travel data sensitive and allowed this.

Answer11:

The Proponent is invited to consult the answer1 to Question1 (above)

Question12:

If the contract is awarded to a consortium of companies (joint venture), can the resale of licenses be carried out by two legal entities under the same agreement?

Answer12:

The Proponent is invited to consult the answer to Question9 (above)

Question13:

What is the organization's anticipated hiring volume over the next few years?

Answer13:

VIA HFR anticipates a hiring average volume of 1 to 3 employees per week to reach a planned maturity of approximately 200 employees. The Proponent is invited to consult the metrics provided in the Excel spreadsheet.

Question14:

Can project documentation, configuration, test scripts, etc. be provided in English only?

Answer14:

Yes, VIA HFR will accept project documentation, configuration, test scripts in English.

Question15:

Can VIA HFR Inc. graciously confirm, that in accordance with recent updates by PSPC's Industrial Security Division, that security clearances of proposed resources will only be required at contract award and not at bid submittal.

Answer15:

Confirmed. All resources (including those located outside Canada) will need to hold a valid Government of Canada reliability status and the company will need to be registered with the PSPC Contractor Security Program (CSP) before awarding a contract.

Questions related to the Point Rated (Functionality) Tab in the Selection Criteria Excel Spreadsheet

<u>**Answer**</u>

VIA HFR wishes to inform all Proponents that we are in the infancy of setting-up various IT technology and applications/systems. Therefore, VIA HFR does not own any HR, Finance, Procurement, etc modules since VIA HFR presently leverages these functions from Via Rail. In this context, VIA HFR wishes to understand if the proposed ERP implementation (setup) includes the point rated functionality as described in the Selection Criteria Excel spreadsheet. If yes, the Proponent is required to indicate how the functionality will be made available (OOB, CUS, 3RD, FUT, NA) to VIA HFR.