

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
Place du Portage, Phase III
Core 0A1/Noyau 0A1
11 Laurier St./11, rue Laurier
Gatineau
Québec
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
Shared Systems Division (XL)/Division des systèmes
partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

Title - Sujet Case Management Software Solution	
Solicitation No. - N° de l'invitation EN578-130092/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20130092	Date 2013-04-16
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-123-25647	
File No. - N° de dossier 123xl.EN578-130092	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-05-15	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: Jalbert, Denise	Buyer Id - Id de l'acheteur 123xl
Telephone No. - N° de téléphone (819) 956-1083 ()	FAX No. - N° de FAX (819) 953-3703
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

The amendment is issued to provide answers to questions raised by the Industry.

QUESTIONS AND ANSWERS

Question 086

Reference: Annex D – Canada Technical Environment, Section 2.3 - Database Zone, bullet point 2 in the bid solicitation, states: 'The CMSS must operate on one of the application servers supported: Windows 2008 R2 and SUSE Linux Enterprise Server 11 or later version and IIS 6 servers running on Windows 2008 server with .Net framework.'

Question: The web server provided with Windows Server 2008 (the minimum Windows Server operating system specified in the Technical Architecture requirements) is IIS 7.0, as documented at: [http://technet.microsoft.com/en-us/library/cc753433\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc753433(v=ws.10).aspx) : The Web Server (IIS) role includes Internet Information Services (IIS) 7, which is a unified Web platform that integrates IIS, ASP.NET, Windows Communication Foundation, and Windows SharePoint Services. IIS 7 lets you share information with users on the Internet, an intranet, or an extranet. Windows Server® 2008 delivers IIS 7.0. Windows Server® 2008 R2 delivers IIS 7.5.

Additionally, similar to other products specified in Annex D, the Crown should allow for higher versions of the operating system, IIS and other components to ensure that the Crown and bidders have the most flexibility to implement a modern platform. We request that the Crown change the requirement as follows to align the IIS and Windows Server versions and to allow for higher versions to be bid:

The CMSS must operate on one of the application servers supported:

- Windows 2008 R2 or SUSE Linux Enterprise Server 11 or later version.
- IIS 7 servers running on Windows 2008 server or later versions with .Net framework

Answer: A Case Management Software Solution that operates on IIS 6 servers or later running on Windows 2008 server or later with .Net framework will be deemed responsive.

Question 087

Reference: Appendix 2 – Usability Testing Evaluation Criteria, Scenario 5 – Task 2 - Manage case and documents.

Question: Would the Crown please clarify steps 5 through 7 in Task 2? As currently stated, the intent or outcome of step 5 implies that the proposed solution should ensure that required fields are completed, while the following steps are contrary to this objective.

Answer: Step 5 requires the system to prompt the user to enter information in the "Panel President" data field. The user is informed that the data field is left blank, but the user is not

required to enter data in the "Panel President" data field, the user can still choose to close the case. Steps 6 and 7 will confirm that the user is being alerted after leaving a case that the "Panel President" data field still needs to be completed.

Step 5 is hereby modified as follow: "The Tester is able to close the ABC Inc. Case and to validate that the system has prompted the Tester to enter information in the "Panel President" field. The tester is able to close the prompt, and case without entering information in the Panel President data field.

Question 088

Reference: Annex C - Statement of Requirements

Question: Are tenants to be hosted on multi-tenant instances of the database?

Answer: Each business unit may have their own physical database or virtual database.

Multi-tenant architecture is defined as one that is capable of supporting multiple business units through a single n-tier software installation, while each business unit having their own physical database or virtual database. The architecture must be able to ensure that the configuration for one Business Unit will in no way limit or will otherwise constrain the configuration flexibility of another Business Unit, and the data created and managed by one business unit is in no way accessible by any other business unit. While there will generally be no sharing of data between Business Units, the architecture should allow for the sharing via common access to selected data (such as but not limited to customer and stakeholder data, case data, and event data, lookup tables (province, statutory holidays)) within a departmental multi-tenant installation.

Question 089

Reference: Annex C - Statement of Requirements

Multi-tenant architecture is defined as one that is capable of supporting multiple business units through a single n-tier software installation, while each business unit having their own physical database or virtual database. The architecture must be able to ensure that the configuration for one Business Unit will in no way limit or will otherwise constrain the configuration flexibility of another Business Unit, and the data created and managed by one business unit is in no way accessible by any other business unit. While there will generally be no sharing of data between Business Units, the architecture should allow for the sharing via common access to selected data (such as but not limited to customer and stakeholder data, case data, and event data, lookup tables (province, statutory holidays)) within a departmental multi-tenant installation.

Question: Should the multi-tenant architecture support each business unit having its own physical database (Annex C, page 9) or provide support for a single instance ?

Answer: The assumption made is inaccurate. Bidder should review Annex C and resubmit their question

Question 090

Reference: Part 7 - Resulting Contract Clauses, Article 7.2 (f)

Question: In Article 7.2 (f), we understand from this paragraph the vendor will have to allow GOC Users who are already licensed and are under contract for Maintenance and Support in another Contract to void that agreement and allow the purchase of Maintenance & Support under this agreement. Please further explain this process and the contractual implications on both contracts.

Answer: Canada may have existing supplies (licenses) of the proposed CMSS that have been acquired through other procurement vehicles in small quantities or outside a competitive process. Canada is presently consolidating the number of installations and may request Business Units within an existing installed base to join and take advantage of the GoC multi-tenant architecture to share selected data (such as but not limited to customer and stakeholder data, case data, and event data, lookup tables (province, statutory holidays)) within a departmental multi-tenant installation. Canada will incorporate these licenses within the resulting contract of this bid solicitation at no costs to Canada but will increase, accordingly, the number of deployed Users for which Canada will pay Maintenance and Support Services. The Client(s) will be able to take advantage of this competitive process and increase its installed base. These additional deployed Users will also be considered when establishing a Canada-wide Entity License. The support of these transferred licenses will no longer be part of the other contract.

Question 091

Reference: Annex D - Canada Technical Environment

Question: PWGSC has confirmed in its response to Question 043 that the Contractor will be able to utilize the technical environment described in Annex D, which includes client workstations and databases running certain software, as listed. Please confirm, therefore, that bidders are not expected to include in their proposal for the Licensed Software, the software listed in Annex D.

Answer: Confirmed

Question 092

Reference: Bid Closing Date (request received week of April 8, 2013)

Question: With respect to the above noted solicitation we respectfully request a 4 week extension to the due date. The nature of the contracting arrangements required to obtain corporate approval for an enterprise license, combined with the terms and conditions unique to the Government of Canada, will require corporate approvals at the highest level. The requirement for a document management solution, per Amendment 1 Question 1, complicates this requirement by potentially adding other organizations to the approval list.

Answer: The bid solicitation has been extended within bid solicitation amendment 002 from April 30, 2013 to May 15, 2013.

Question 93

Reference: Part 7 - Resulting Contract Clauses, Article 7.19 (e) states: "Contractor must provide direct access to the Software Publisher's Technical Hot-line, Online Help, Incident Tracking System and Knowledge Base"

Question: If the bidding party is not the Software Publisher, is it sufficient that the Contractor provide direct access to the Contractor's Hot-line, Online Help, Incident Tracking System and Knowledge Base?

Answer: The Contractor must provide direct access to the Software Publisher's expertise.

Question 094

Reference: Part 7 - Resulting Contract Clauses, Article 7.19 (d)

Question: In section 7.9 (d) PWGSC requires that Canada will pay the annual price for Maintenance and Support Services in two installments on September 30 and March 31 of each fiscal year based on the number of deployed users. Please clarify whether such payments are for the number of deployed users as of the first day of the fiscal year, or whether Canada will pay for the number of deployed users as of each date of payment.

Answer: Canada will pay for the number of deployed users as of each date of payment.

Question 095

Reference: Part 4 - Evaluation Procedures and Basis of Selection, Article 4.4 (e) - Consideration of Additional Software Use Terms

Question: Please confirm that, to the extent that Canada agrees to incorporate any software use terms into the Contract (in accordance with subsection 4.4(e)) that such terms will be placed in the Priority of Documents above the Contractor's bid.

Answer: Such terms will be placed in the Priority of Documents as part of an annex just above the Contractor's bid and below the "Approved Support Plan".

Question 096

Reference: Data Conversion

Question: Is any amount of legacy data migration considered to be in scope? None is referenced in the various documents.

Answer: No. Data conversion is outside the scope of Work defined in the bid solicitation.

Question 097

Reference: Annex C - Statement of Requirements

Question: Do the vendor need to design and deliver any specific reports, or just ensure that the platform supports reporting as described in Annex C?

Answer: The proposed Case Management Software Solution must deliver the functionalities in accordance with Annex C- Statement of Requirements.

The Contractor must provide activity reports for the approval of the Technical Authority on the status of Work detailing accomplishments and issues on a weekly basis as detailed in Article 7.26 - Reporting Requirements.

Question 098

Reference: Appendix 1 - Management Bid Evaluation Criteria, Criteria 23 and Annex C - Statement of Requirements, Mandatory Requirement M-1.10

M-1.10 states: "The CMSS must deliver, enable and support functionality to allow system administrators to develop distinct development, testing, quality assurance, training, and production environments and allow objects and components to be migrated between them for the purpose of developing, testing, and updating the production environments with evolving application functionality in an orderly and controlled manner."

Question: However In Appendix 1 - Management Bid Evaluation Criteria, Criteria 23, only refers to 3 environments: development, test, and production. Which one is correct with respect to the set of environments that the Contractor need to Install?

Answer: For the purpose of providing a proposed Installation Plan, Bidders should take into consideration the information provided in Appendix 1 - Management Bid Evaluation Criteria.

Annex C provides the functionalities that must be delivered within the CMSS at bid closing date. Appendix 1 contains the criteria against which Canada will evaluate the Bidder's bid management response. The scope of the Work to be delivered, if requested by Canada, is described in Part 7 - Resulting Contract Clauses, Article 7.24 - Professional Services

Question 099

Reference: Appendix 1 - Management Bid Evaluation Criteria, Section 7 - Bidder's proposed Installation and Training Plans, Criteria 21

Question: under bullet (d), it states: Training will only be provided to up to five (5) System Administrators per installation" ... Can you clarify what you mean by an Installation versus an Instance?

Answer: An installation consists of all components required to provide the solution, including the software instances deployed for each environment. The purpose of the listed assumptions is to provide a baseline in order to evaluate the proposed Training Plan.

Question 100

Reference: Bid Closing Date (received week of April 8, 2013)

Question: Could the Crown please grant an extension to the bid solicitation as well as to the resulting time period to ask further questions. In addition to two statutory holidays that have occurred during this time frame, the vendor community is waiting an unusually long time for responses to questions. There are still many questions outstanding from over seven business days

Answer: The bid solicitation has been extended (within bid solicitation amendment 002) from April 30, 2013 to May 15, 2013.

Question 101

Reference: Part 3 - Bid Preparation Instructions, Article 3.3 - Section II: Magement Bid, Sub-article (c) - Description of Qualifications of Proposed Professional Services Resources

Question: Please confirm that the 15 resumes provided are not evaluated as part of Appendix 1, Items 11 and 12.

Answer: Confirmed.

Question 102

Reference:

Part 3 - Bid Preparation Instructions, Article 3.3 - Section II: Magement Bid, Sub-article (c) - Description of Qualifications of Proposed Professional Services Resources

Part 5 - Certifications, Article 5.3 - Status and Availability of Resources

Question: RFP Section 5.3 (c) - please confirm that the “any given individual proposed in the bid” refers to the 15 resumes submitted in response to Section 3.3 (c).

Answer: No. Resources will be identified and agreed to with Canada as per task authorization process (as-and-when requested).

Question 103

Reference: Part 5 - Certifications, Article 5.3 - Status and Availability of Resources, Paragraph (c)

Question: Please confirm “individuals proposed” (Article 5.3 (c)) are the “named resources” referred to in Section 4.9 (b) who must be available for the Proof of Bid.

Answer: No. This assumption made is inaccurate.

Solicitation No. - N° de l'invitation

EN578-130092/B

Client Ref. No. - N° de réf. du client

20130092

Amd. No. - N° de la modif.

003

File No. - N° du dossier

123xIEN578-130092

Buyer ID - Id de l'acheteur

123xI

CCC No./N° CCC - FMS No/ N° VME

Question 104

Reference: Appendix 1 - Management Bid Evaluation Criteria

Question: For Appendix 1, Item 12 please confirm that the Crown is awarding points for the depth and breadth of support available for the Software Publisher's product in the NCR rather than the depth and breadth of the Bidder's team in the NCR region, i.e. a list of authorized suppliers of support for the Software Publisher regardless of affiliation with the Bidder

Answer: Confirmed. Canada is requesting a list of authorized suppliers of support for the Software Publisher regardless of affiliation with the Bidder

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME