

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		
Solicitation No. - N° de l'invitation EP597-123155/A		Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20123155		Date 2012-05-03
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-124-24340		
File No. - N° de dossier 124xl.EP597-123155	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-05-11		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B.		
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Laassouli, Hicham		Buyer Id - Id de l'acheteur 124xl
Telephone No. - N° de téléphone (819) 956-1209 ()		FAX No. - N° de FAX (819) 953-3703
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: sent to hicham.laassouli@pwgsc.gc.ca		

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

Amendment 003 is raised to:

Respond to question(s) raised by the industry:

No.	Question	Response
2	Can you clarify the definition of Business Process Management (BPM)?	Business Process Management (BPM) is an approach to align people, resources, technology and their activities to achieve the goals of the business. A business process is a series of value-added activities, performed by the relevant resources, to achieve the business goals
3	Can you give us some examples of "cases" to be managed by the future solution?	A Case is any activity that needs to be tracked, such as a request, an issue, a project or a matter that the users need to manage across the Business Unit. Accordingly it needs to keep records of, assign, report from, and eventually close off when the case is concluded.
4	What do you expect from your future supplier (in term of organization, structure, finance ...)?	Canada is presently seeking information through the Request for Information to establish the procurement strategy. Respondents should respond to each raised questions.

ALL OTHER TERMS AND CONDITIONS REMAINS UNCHANGED