

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
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**  
THERE IS A SECURITY REQUIREMENT  
ASSOCIATED WITH THIS REQUIREMENT

**Vendor/Firm Name and Address**  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**  
Systems Software Procurement Division / Division des  
achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> IMAGING & CONTENT CAPTURE SOFTWARE	
<b>Solicitation No. - N° de l'invitation</b> EN929-111664/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 20111664	<b>Date</b> 2012-09-17
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EE-031-24753	
<b>File No. - N° de dossier</b> 031ee.EN929-111664	<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> <b>on - le 2012-10-11</b>	
<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> Dubé, Robert	<b>Buyer Id - Id de l'acheteur</b> 031ee
<b>Telephone No. - N° de téléphone</b> (819) 956-0473 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<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> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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>

**AMENDMENT # 001**

This amendment solicitation is raised to:

- A) make modifications to the RFP;
- B) answer questions from the industry; and
- C) to extend the bid closing date to **October 11, 2012 at 2:00 PM.**

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A) To make the following modifications to the RFP:

**1- In PART 2 - BIDDER INSTRUCTIONS**

**Section 2.1 Standard Instructions, Clauses and Conditions**

**(Following modifications under subsections (c), (d) and (e)).**

**DELETE:**

- (c) The 2003 (2012-07-11) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

**REPLACE with:**

- (d) The 2003 (2012-07-11) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

The text under Subsection 4 of Section 01 - Code of Conduct and Certifications of 2003 referenced above is replaced by:

- (i) Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before contract award.
- (ii) Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (*Consent to a Criminal Record Verification form - PWGSC-TPSGC 229*) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.
- (iii) The text under Subsection 5 of Section 01 - Code of Conduct and Certifications of 2003 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required

to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

**DELETE:**

- (e) Subsection 4.4 of Standard Instructions - Goods or Services - Competitive Requirements 2003 is amended as follows:
- (i) Delete: sixty (60) days
  - (ii) Insert: one hundred eighty (180) days

**REPLACE with:**

- (d) Subsection 5.4 of Standard Instructions - Goods or Services - Competitive Requirements 2003 is amended as follows:
- (i) Delete: sixty (60) days
  - (ii) Insert: one hundred eighty (180) days

**DELETE:**

- (e) (i) *For the purposes of Section 11 (Vendor Performance), the term "Bidder" means the joint venture and each of its members;*

**2- In PART 5 - CERTIFICATIONS****Section 5.8 Code of Conduct Certifications - Consent to a Criminal Record Verification - Form 5****DELETE:**

Bidders must submit with their bid, by the bid solicitation closing date:

- (a) a complete list of names of all individuals who are currently directors of the Bidder;
- (b) a properly completed and signed form Consent to a Criminal Record Verification (PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/documents/229.pdf>), for each individual named in the list.

**REPLACE with:**

- (a) Bidders should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.
- (b) The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/documents/229.pdf>), for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

**3- In PART 7 - RESULTING CONTRACT CLAUSES****Under 7.4 Standard Clauses and Conditions, (a) General Conditions**

**INSERT:**

- (ii) The text under Subsection 43 of Section 4 - Code of Conduct and Certifications of 2030 referenced above is replaced by:

During the entire period of the Contract, the Contractor must diligently update, by written notice to the Contracting Authority, the list of names of all individuals who are directors of the Contractor whenever there is a change. As well, whenever requested by Canada, the Contractor must provide the corresponding Consent Forms.

**4- In Annex A - Statement of Requirement**

Under Section 7.0 Appendix 1 - Sample Images

The 20 Bitonal images (tif) are available from the Contracting Authority upon request. Bidders wishing to obtain the images may send an e-mail to the Contracting Authority at: *robert.dube@tpsgc-pwgsc.gc.ca*.

**5- In Annex B - Basis of Payment**

At page 49 of 69, under NOTE TO BIDDERS:

**Add:**

Note 8- For the purpose of the Financial Evaluation, in Table 9, the calculation of the Sum of Tables 1, 2, 4, 5, and the Total Assessed Price (TAP) will be rounded off to four decimal points.

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B) To answer questions # 1 to # 12 from the industry:

**QUESTION # 1:**

In Annex A, M-10, it is requested that PWGSC remove the requirement for exporting DOCX format documents as MS Office 2010 is backwards compatible and will open DOC format documents. The current version of the software we would like to propose does not export to DOCX but we have several clients that successfully use the DOC export format with MS Office 2010.

**ANSWER # 1:**

Canada currently has a requirement for exporting DOCX documents and will retain this requirement.

**QUESTION # 2:**

In Annex A, M-15, it is requested that PWGSC to remove the reference to 98% or higher accuracy. All the major imaging solutions leverage the same OCR engines such as ABBYY Fine Reader and Nuance OmniPage. Therefore it should be concluded that we are all capable of delivering similar OCR accuracy. Furthermore, it is impossible to ensure a certain level of Accuracy unless there is a guarantee to perfect document quality. The following independent article describes the challenges around guaranteeing OCR accuracy. <http://www.cviontech.com/docdoc/?tag=ocr-accuracy>

**ANSWER # 2:**

Canada has consider the request and the mandatory requirement M-15 a) is revised as follows:

**DELETE:**

a) Optical Character Recognition (OCR) with an accuracy of 98% or higher

**INSERT:**

a) Optical Character Recognition (OCR) with an accuracy of 90% or higher

**QUESTION # 3:**

In Annex A, M-19:

a) It is requested that PWGSC remove the reference to write in any of the barcode types as this is not a function typically found in imaging and content capture software solutions.

b) It is requested that M-19 be appended to the rated requirements number R-8, removing it from the mandatory requirements section.

**ANSWER # 3 :**

Canada has a requirement to read and write barcodes and will retain these M-19 and R-8 requirements.

**QUESTION # 4:**

In Annex A, M-33:

a) Is the Crown asking for separate integrations to both OpenText Enterprise Scan (R-2) and OpenText Content Server (M-33)?

b) Can the Crown please describe which version of OpenText Content Server it is running under the CGDOCS moniker, i.e OpenText Livelink 9.7.1 DM?

c) Can the Crown please supply the API documentation for the versions of OpenText Enterprise Scan and OpenText Content Server so that we can better assess the nature of the integration to be performed?

**ANSWER # 4:**

a) Canada has a requirement for separate integrations to both OpenText Enterprise Scan and OpenText Content Server.

b) GCDOCS OpenText Content Server versions 9.7.1 and 10.0.0.

c) Canada is not able to provide the requested information. Please refer to the following URL link for this information:

<http://www.opentext.com/2/global/products/products-document-management/products-opentext-content-lifecycle-management/products-opentext-content-lifecycle-management-options.htm>

**QUESTION # 5:**

In Annex A, M-47, there are restrictions to the way that Firefox manages plug-ins and cookies, that restrict its use for a number of Imaging solutions. Can PWGSC please update the requirement to read:

The Software Solution must integrate with and support one or both of the following Web browsers, including, but not limited to:

a) Internet Explorer 8 (IE8) and subsequent releases;

b) Firefox 3.6

**ANSWER # 5 :**

Canada currently has a requirement for use of Internet Explorer and Firefox Web browsers and will retain this requirement. But the requirement M-47 is revised as follows:

**DELETE:**

The Software Solution must integrate with and support the following Web browsers, including, but not limited to:

- a) Internet Explorer 8 (IE8) and subsequent releases;
- b) Firefox 3.6

**INSERT:**

The Software Solution must integrate with and support the following Web browsers, including, but not limited to:

- a) Internet Explorer 8 (IE8) and subsequent releases;
- b) Firefox 10.0.6 and subsequent releases.

**QUESTION # 6:**

In Annex A, R-2, can the Crown please confirm that it is OpenText Enterprise Scan that the vendors must integrate their solutions with?

**ANSWER # 6:**

Canada confirms the requirement to integrate with OpenText Enterprise Scan.

**QUESTION # 7:**

In Annex A, R-8, it is requested that PWGSC remove the reference to write in any of the barcode types.

**ANSWER # 7:**

Canada has a requirement to write barcodes and will retain this requirement.

**QUESTION # 8:**

In Annex B, Pricing tables 2, 4, 5 and 6 (pages 50-54 of 69) refer to a per-page pricing structure. The software we are proposing to satisfy PWGSC's requirements does not impose limits on the number of pages and, instead, is priced based on the number of users that are involved with document scanning and verification. As such, out of the 75 to 170 users specified in requirement M-7, would the Crown please specify the current and future number of users that would interface directly with the proposed solution (scanning and verification), so that we can propose the most cost-effective solution to meet PWGSC's needs?

**ANSWER # 8:**

Canada has consider the request and will retain the actual pricing model as per Annex B.

**QUESTION # 9:**

Can the closing date of the RFP be extended.

**ANSWER # 9:**

Canada has consider the request and the bid closing has been extended to October 11, 2012.

Solicitation No. - N° de l'invitation

EN929-111664/B

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

20111664

Amd. No. - N° de la modif.

001

File No. - N° du dossier

031eeEN929-111664

Buyer ID - Id de l'acheteur

031ee

CCC No./N° CCC - FMS No/ N° VME

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**QUESTION # 10:**

Can the crown please provide an MS Word version of the RFP as a template that can be used?

**ANSWER # 10:**

An MS Word version of the RFP Annex A - Statement of Requirement is now available on MERX as an attachment (ATT 2 (DSP Eng.)).

NOTE: If there is discrepancy between the versions, the original document in .PDF version will have priority over the Word version.

**QUESTION # 11:**

Can we obtain a copy of the 2003 (2012-07-11) Standard Instructions - Goods and Services - Competitive Requirements document that our Legal may need to fully review the provisions of this RFP?

**ANSWER # 11:**

Copy of the 2003 (2012-07-11) Standard Instructions - Goods and Services - Competitive Requirements document and any other Standard Acquisition Clauses and Conditions (SACC) are available at:  
<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

**QUESTION # 12:**

We have a Software Licensing Supply Arrangement (SLSA), all the PWGSC Terms and Conditions have been met. Would we still have to resubmit all the Terms and Conditions? Why not use Software Licensing Supply Agreement (SLSA)?

**ANSWER # 12:**

The SLSA method of supply is for the acquisition of commercial off-the-shelf (COTS) software and maintenance and support services only. This bid solicitation contains other requirements that cannot be procured via the SLSA. The resulting contract clauses and Terms and Conditions of this bid solicitation are different than the ones in the SLSA. Bidders who have previously satisfied similar requirements should note that this bid solicitation will result in a new contract. Therefore, bidders should not assume that past practices under previous contracts will continue, unless they are described in this bid solicitation. Also, bidders should not assume that their existing capabilities meet the requirements of this bid solicitation simply because they have met previous requirements.

**ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED**