

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
PWGSC/TPSGC Acquisitions
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1
Bid Fax: (506) 851-6759

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
NB / PEI Division - Moncton Acquisitions Office
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1

Title - Sujet legal case management software	
Solicitation No. - N° de l'invitation 51019-128008/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 51019-128008	Date 2013-03-01
GETS Reference No. - N° de référence de SEAG PW-\$MCT-018-4592	
File No. - N° de dossier MCT-2-35091 (018)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-03-27	
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: Martin, Lisa M.	Buyer Id - Id de l'acheteur mct018
Telephone No. - N° de téléphone (506) 851-7811 ()	FAX No. - N° de FAX (506) 851-6759
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

Solicitation No. - N° de l'invitation

51019-128008/A

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

51019-128008

Amd. No. - N° de la modif.

001

File No. - N° du dossier

MCT-2-35091

Buyer ID - Id de l'acheteur

mct018

CCC No./N° CCC - FMS No/ N° VME

Solicitation Amendment No. 1

This solicitation is hereby amended to:

- (1) Reference: Annex A
DELETE the requirement for **Annex A**; and
INSERT the revised requirement for **Annex A - Revision 1**
- (2) INSERT the Software Publisher Certification Form and Software Publisher Authorization Form

All other terms and conditions of the solicitation document remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

Name Lisa Martin
Telephone No.: (506) 851-7811
Facsimile No: (506) 851-6759

Solicitation No. - N° de l'invitation

51019-128008/A

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51019-128008

File No. - N° du dossier

MCT-2-35091

CCC No./N° CCC - FMS No/ N° VME

Form 1

Software Publisher Certification Form

(to be used where the Bidder itself is the Software Publisher)

The Bidder certifies that is the software publisher of all the following software products and components and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada:

[bidders should add or remove lines as needed]

Print Name and Title of the authorized signatory of Software Publisher

Date

Solicitation No. - N° de l'invitation

51019-128008/A

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001

Buyer ID - Id de l'acheteur

mct018

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

51019-128008

File No. - N° du dossier

MCT-2-35091

CCC No./N° CCC - FMS No/ N° VME

Form 2

Software Publisher Authorization Form

(to be used where the Bidder is not the Software Publisher)

This confirms that the software publisher identified below has authorized the Bidder named below to license its proprietary software products under any contract resulting from the bid solicitation identified below.

This authorization applies to the following software products:

[bidders should add or remove lines as needed]

Name of Software Publisher (SP) _____

Signature of authorized signatory of SP _____

Print Name of authorized signatory of SP _____

Print Title of authorized signatory of SP _____

Address for authorized signatory of SP _____

Telephone no. for authorized signatory of SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Solicitation Number _____

Name of Bidder _____



Veterans Affairs
Canada

Anciens Combattants
Canada

Annex A - Revision 1
Requirement

**REQUEST FOR PROPOSAL FOR LEGAL
CASE MANAGEMENT**



VERSION CONTROL

Version #	Author	Description
0.1	Craig Bradley	Initial Draft Version
0.2	Kelly Cooper	Final Version



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1. INTRODUCTION

1.1 PRELUDE

1.1.1. Veterans Affairs Canada (VAC) invites the submission of proposals for the provision of goods or services as described in this document and in accordance with the stated mandatory requirements set forth in this Request for Proposal (RFP).

1.1.2. VAC will consider entering into a contract for the implementation of the proposal which offers the best overall value in terms of merit and cost, having regards to the mandatory requirements and evaluation criterion set forth in this Request for Proposal. The lowest of any proposal not necessarily accepted. VAC reserves the right not to enter into a tender contract as a result of this process.

1.1.3. Proposals that do not clearly meet all the mandatory requirements set forth in this RFP and do not attain a minimum of 6% for the requirements which are subject to the evaluation criteria point rating will be disqualified.

1.2 FORMAT OF THE PROPOSAL

1.2.1. The Bidders must submit a total of five (5) copies of the proposal including technical, financial and support documents required by the RFP. The Financial proposal must be bound separately with detail list of deliverables for year 1. All the proposals must be submitted using 8 ½ "x 11" paper. Three (3) soft copies on CD of the proposal using Microsoft Word must also be included.

1.2.2. The submitted proposals must include all the addendums that are issued as an addition, clarification to the RFP or any written answers issued to inquiries submitted by a Bidder.

1.3 FORM OF PROPOSAL

1.3.1. All proposals must be signed by a duly authorized officer and include the Bidder's complete business address.

1.3.2. All aspects of criteria should be addressed by the Bidders in written, narrative form and should demonstrate complete compliance with each element of the requirements as enumerated in



this RFP. Those Bidders responding with unqualified statements, such as we comply or compliant will not be considered.

1.3.3. The Bidders must provide precise and adequate information in response to all the requirements in the RFP. The information must only include official technical document, official publications and certification to demonstrate complete compliance with each element of the requirements as enumerated in this RFP.

1.4 TAXES & SHIPPING

1.4.1. All taxes are to be excluded from the price proposal.

1.4.2. The selected supplier will be responsible to make all arrangements and pay for all shipping costs to destination, including packaging and custom and excise taxes. Furthermore, the title of all goods will remain that of the supplier during transit.

1.5 ACCEPTANCE OR REJECTION OF PROPOSAL

1.5.1. To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and
- c. obtain the required minimum points for the technical evaluation criteria which are subject to point rating

1.5.2 Bids not meeting (a) or (b) or (c) will be declared non responsive. The responsive bid with the highest number of points will be recommended for award of a contract, provided that the total evaluated price does not exceed the budget available for this requirement.

1.5.4. Rejections of Proposals may take place during initial evaluation. Rejections at this point may be due to incompleteness, non-conformance or non-compliance with the Proposal requirements.

1.6 EVALUATION OF PROPOSALS

1.6.1. An Evaluation Committee has been assembled to review the Proposals, to assess compliance and to select from the compliant Bidders that will be awarded the contact resulted from the RFP.

1.6.2. If information pertinent to criteria compliance is found in attached documentation, specific references to the document, page and location of that information should be included. The Bidders should not respond with unqualified phrases such as "comply," but instead should indicate in detail



how they do comply. Those who do not adhere to these rules will not be rated as highly as those Bidders who provide more detail.

1.6.3. Each proposal will be evaluated against a number of evaluation criteria grouped and weighted according to the relative importance of the criteria.

1.6.4. VAC intends to select the proposal that is of greatest value to VAC, the point score system described above is intended to assist VAC in evaluating the Proposals.

2. BACKGROUND

The Bureau of Pension Advocates (BPA) (Bureau) is a nation-wide organization of advocates within Veterans Affairs Canada (VAC). The Bureau's main function is to provide free advice, assistance and representation for individuals dissatisfied with decisions rendered by VAC. This may be with respect to their claims for entitlement to disability benefits, or any assessment awarded for their entitled conditions.

The Bureau's Head Office is in Charlottetown, Prince Edward Island. The Executive Director and Chief Pensions Advocate is the overall manager of operations. BPA has 14 District Offices across Canada, each staffed by at least one advocate, and there is an Appeal Unit in Charlottetown, comprising a team of advocates.

Currently, BPA is comprised of 36 Lawyers and 42 Legal assistants who manage upwards of 6,843 cases on a daily basis.

The current Case Management system is manual with documents distributed in physical form and processed manually with some information managed by the corporate CRM. For the future, BPA would like to move to a paperless office which facilitates the electronic maintenance of case management which is the industry standard in the legal profession.

As a Canadian Government entity, the solution must have the ability for the user to choose either French or English as their language of choice.

3. CONSTRAINTS

The following acts, policies and practices are applicable to this requirement:

3.1. SECRECY AND PROTECTION OF WORK

Any information provided in confidence to Veterans Affairs Canada from respondents or from third parties, and any data holdings stripped of identifiers but held in a detail or geographical structure or format which could permit a direct relationship to be established between such data holdings and any individual person, business or organization, shall not be removed from any Veterans Affairs Canada premises by the Contractor, unless specifically authorized in writing by the Deputy Minister of VAC.

The Contractor also certifies that it will comply with those terms and ensure that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfill the requirements of the Contract shall be treated in accordance with the Privacy Act R.S. 1985, c. P-21, the Personal Information Protection and Electronic Documents Act, 2000, c. 5, and Treasury Board privacy policies.

The Contractor shall not divulge or disseminate to any person any confidential information concerning programs, reports or documentation that may result from this contract without prior written permission from Veterans Affairs Canada.



4. TECHNICAL COMPONENT REQUIREMENTS (MANDATORY & RATED)

This section contains the Solution requirements, both mandatory and rated, for each of the platform components.

The requirements are identified using a numbering system that identify the acronym of the component name, followed by a sequential number, and followed by the type of requirement (M - Mandatory, R - Rated). This numbering scheme makes sure that related mandatory and rated requirements can be viewed together, the rated one adding to the mandatory requirement.

*NB: * denotes a definition that is supplied in the Technical Definitions section of this document.*

4.1 CASE MANAGEMENT

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
CM-1	The system must support multiple identifiers including the file number standard currently used by Bureau of Pensions Advocates (a seven digit number) and the client identifier used by Veterans Affairs Canada (a twelve digit number).	M					
CM-2	Clients must be searchable by service number, last name, first name, region, phone numbers, Date of Birth, or file number	M					
CM-3	The twelve digit client identifier will be the primary identifier for the file.	M					
CM-4	The system must have the ability to	M					

	assign multiple representatives/ employees to a single case.							
CM-5	The system must support multiple phone numbers	M						
CM-6	The system must have the ability to create case notes	M						
CM-7	The system must have the ability to Customize Case Types	M						
CM-8	The system must have a status and stage fields	M						
CM-9	The system must have the ability to add references to relevant Legislation.	M						
CM-10	The system must integrate with Novell GroupWise/Microsoft Exchange to allow for the seamless addition of e-mail and phone messages to the client file.	M						
CM-12	The system must have an activity tracking function that allows users to see the historical activity on the case	M						

4.2 SCANNING

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
SC-1	Must be able to support large volume documents such as scanned copies of Service Health Records (hundreds of pages)	M					
SC-2	Must scan to a secure file format so that no alterations can be made to the documents but must be OCR searchable when digitized. Must work with the existing hardware.	M					
SC-3	It must have the ability to run Optical Character recognition on scanned documents so that they are searchable	M					



4.3 DOCUMENT CREATION

Requirement #	Core Component	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
DC-1	The ability to merge information into documents templates	M					
DC-2	Templates must integrate data from the client and user.	M					

4.4 EXHIBIT CREATION

Requirement #	Core Component	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
EC-1	The ability to search the entire client file using key terms	M					
EC-2	The ability to Flag PDF files. Those flags must be searchable and used to select for printing and inclusion in exhibits.	M					
EC-3	You must be able to print the flagged documents with and	M					

	without the flag appearing when printed.						
EC-4	Both the advocates and the advocacy officers must have the ability to create and remove flags from reference documents	M					
EC-5	There should be "standard" flags as well as user customizable flags.	M					
EC-6	The ability to identify specific pages within scanned documents to become exhibits.	M					
EC-8	A table of contents will be automatically generated	M					
EC-9	Exhibit number will be created using a standard format specified by VAC (type of case, type of doc, first letter of surname, #)	M					
EC-10	The ability to create a timeline based on flagged information	M					

4.5 REMINDERS

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
R-1	User specific dashboard which displays all tasks and checklist items	M					
R-2	A Reminder will be displayed to an advocate or advocacy officer when new mail arrives, tasks must be completed, and documents are added to the case. It must also have BF (Bring Forward) capabilities.	M					
R-3	Notifications must be added to the task system when Statements of Case are added to the CSDN. (Integration with CSDN)	M					

4.6 BOARD SCHEDULING

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
BS-1	A module capable of scheduling boards including which files will be heard including type of case and subject matter, by which advocate, which board members, which locations	M					
BS-2	There will need to be the ability to identify changes so that people who are responsible are made aware of change	M					
BS-3	The system must be able to split or join cases within the schedule	M					

4.7 TRACKING

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
TR-1	The ability to track how much time is spent on a specific file, by individual or by file	M					
TR-2	To provide checklists of file status, that is customizable to have a number of different options so that the true reason for a delay of a file can be identified while still having key milestones for Head Office to be able to track overall file status. Each different file type will have its own checklist which would then be modifiable by the end user to add additional steps <ul style="list-style-type: none"> Both Head Office and end users will have the ability to make changes to the checklists Must maintain enough commonality to provide accurate reporting 	M					
TR-3	The system must have the ability to	M					

4.8 REPORTING

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
RE-1	Users must be able to customize templates	M					
RE-2	Reports must be available "real time"	M					
RE-3	Reports must be able to be saved as PDF and printable.	M					

4.9 ARCHIVING

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
AR-1	Must have the ability to archive documents and client folders.	M					
AR-2	Must be able to identify when a file is ready for destruction. Criteria must be customizable as the requirements of the Bar Societies change over time.	M					
AR-3	Must be able to destroy electronic records.	M					
AR-4	Must be customizable to comply with the Bureau of Pension Advocates standard for document retention	M					
AR-5	Must be consistent with international standards on information, documentation and records management.	M					

5.0 REFERENCE LIBRARY

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met



REF-1	Product must have a reference repository that can be populated by VAC with OCR documents which are available for searching	M					
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5.1 NON FUNCTIONAL

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Rating Scale	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
NF-1	The product must provide English and French interfaces that share a common database and provide the same functionality in both languages.	M					
NF-2	The system must be a Web-based Application	M					
NF-3	The software solution must support either Oracle v11, or Microsoft SQL Server 2005	M					
NF-4	The software supplier must provide software updates on a	M					

NF -5	regular basis. Must provide 2 nd level support to VAC IT staff. This support must be available Monday to Friday, 9am to 5pm EST.	M						
NF -6	System must support enabling technologies such as, but not limited to, Dragon Naturally Speaking and JAWS.	M						
NF -7	Must adhere to privacy and access to information standards. Must meet the requirement of protecting of solicitor-client privilege and VAC's guiding legislations	M						
NF -8	There is a legal requirement to protect all advice based correspondence between the lawyer and the client	M						
NF -9	System adheres to current Business Continuity Plan and can be unavailable for 10 business days in the case of a disaster.	M						
NF -10	System must be supported from 7am AST to 10 pm AST Monday-Friday.	M						
NF-11	Must be compliant with the Government of Canada Standard on Metadata. Standards can be found at the following link: http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18909&section=text	M						
NF-13	Must include developer's licenses, as required, for customization and integrations.	M						



NF-14	Must include testing and staging environments.	M				
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5.2 RATED REQUIREMENTS

Requirement #	Core Component General Requirement	Mandatory (M) Or Rated (R)	Maximum Points	Scoring	Mandatory Met (Y/N)	Bid Reference Paragraph and Page No.	Statements from the bidder explaining how the criterion is met
CM-11	The system should have the ability to update tombstone information from updates received from CSDN or allow system to use client data in the CSDN database (Oracle).	R	20 points				
CM-13	The system should be able to store digital video and audio files and associate those files to cases.	R	1 point				
EC-7	Should have the ability to select all pages and documents identified as exhibits and compile them into a single document by the system for distribution. These new	R	10 point				



	documents, with a system generated table of contents, should be able to be saved as a PDF.						
SC-4	Should be automatically either by bar code or some other system identifiable and linked to a specific client file	R	1 point				
SC-5	The system should have the ability to associate a scanned document to more than one file.	R	1 point				
TR-4	The ability to support multi layered calendars, including common calendar for offices or teams.	R	1 point				
NF-12	WCAG 2.0 Compliant	R	1 point				
Total Technical Evaluation Score :							/ 35 points
Minimum Score required to be compliant is :							2 Points



6. FINANCIAL

The Financial Proposal describes the objectives, content and specific pricing information. VAC will not be responsible for any costs not indicated in the Bidders' proposal. Bidders are invited to propose a pricing mechanism that best meets the pricing objectives of VAC, while providing a workable and practical approach for a mutually beneficial relationship between the Bidder and VAC.

Yearly maintenance costs cannot be over 20% of the software costs.

6.1 PRICING REQUIREMENTS

6.1.1. The Bidder must quote all prices, costs and rates in Canadian dollars and inclusive of PST & GST, which is to be identified and itemized separately as applicable.

6.1.2. For evaluation purposes, VAC has developed the pricing framework into which Bidders must translate their pricing, explaining all assumptions and clearly indicating all price commitments and the factors that drive variability in price. This pricing framework consists of hardware, software and services which are presented in the following sections.

6.2 SOFTWARE AND MAINTENANCE

6.2.1. The following table consists of the software that is required to form the functional solution that will enable VAC to implement the solution described in sections 4 and 5. It is the Bidder's responsibility to ensure the completeness of this table and add any components deemed necessary to provide a fully functional solution. The maintenance and support costs need to be over a five year period so that the total cost is reflective of the timeframe.

6.2.2. For the User Software licensing costs, it is assumed that there are 89 people in total using the software, not 89 using each of the costing methods (concurrent and per seat).



TABLE 1					
ITEM	DESCRIPTION	PART NUMBER	FIRM UNIT PRICE PER USER	NUMBER OF USERS	EXTENDED TOTAL = (unit price per user x numbers of users)
1	For the supply of the Licensed Software for 89 Users, including Warranty and the Licensed Documentation, all as described in the Contract, and as required to meet the functional requirements as detailed in Annex A.			89	
2	For the supply of the Maintenance and Support Services for the Licensed Software for a period of one year beginning at Contract Award			89	
				Sub-total	
				5% tax	
				Total	

6.3 SERVICES

6.3.1. The following table lists the services required by VAC to implement a fully functional solution. The Bidder is to complete the table below based on the service requirements stated in section 5.

6.3.2. The Bidder must provide fixed pricing for all items, unless specifically asked to provide per Diem pricing. The pricing must include all travel and other expense in case Bidder needs to bring resources from outside Charlottetown, PEI. All travel must be approval by the technical authority and be in compliance with Treasury Board guidelines.



TABLE 2					
ITEM	DESCRIPTION	ESTIMATED QTY	UNIT OF ISSUE	UNIT PRICE	TOTAL PRICE
1	Installation support	10	day		
2	Training for 5 Administrators	5	day		
3	On-site training for 18 Users *	1	day		
4	Training for max 75 Users (teleconference, videoconference or Webex)	1	day		
				Sub-total	
				Tax	
				Total	

*Charlottetown, Prince Edward Island

* Travel, room and board.



TABLE 3				
OPTIONAL REQUIREMENT: EXTENSION OF MAINTENANCE AND SUPPORT SERVICES ON THE INITIAL REQUIREMENT				
ITEM	DESCRIPTION: Maintenance and Support Services for the Licensed Software described in Table 1 – item 1, for a period of 1 year during the Optional Periods.	FIRM UNIT PRICE PER USER	NUMBER OF USERS	EXTENDED TOTAL
1	Option Year 1	\$	89	\$
2	Option Year 2	\$	89	\$
3	Option Year 3	\$	89	\$
4	Option Year 4	\$	89	\$
5	Option Year 5	\$	89	\$
			Sub-total	
			Tax	
			Total	
NOTE TO BIDDERS: FOR EVALUATION PURPOSES, 89 USERS WILL BE USED TO CALCULATE THE EXTENDED TOTAL, USING THE FOLLOWING CALCULATION: FIRM UNIT PRICE PER USER X # of users. FOR EVALUATION PUPOSES, THE SUM OF THE EXTENDED TOTALS UNDER COLUMN E WILL BE USED TO CALCULATE THE TOTAL				