

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada
800 Burrard Street, 12th Floor
800, rue Burrard, 12e étage
Vancouver, BC V6Z 2V8
Bid Fax: (604) 775-7526

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
Public Works and Government Services Canada -
Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e étage
Vancouver, BC V6Z 2V8

Title - Sujet Online Reporting System	
Solicitation No. - N° de l'invitation M2989-122057/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client M2989-122057	Date 2012-02-21
GETS Reference No. - N° de référence de SEAG PW-\$VAN-532-6573	
File No. - N° de dossier VAN-1-34226 (532)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-03-05	Time Zone Fuseau horaire Pacific Standard Time PST
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: Takasaki, Alan H.	Buyer Id - Id de l'acheteur van532
Telephone No. - N° de téléphone (604) 775-7605 ()	FAX No. - N° de FAX (604) 775-7526
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 # M2989-122057/A

The following questions and answers are for clarification purposes only.

If due to the clarification an amendment to the solicitation is required, the amendment will be stated herein as "the above referenced solicitation is amended as follows":

The above referenced solicitation is amended as follows

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION, Article 1.2.2 Financial Calculation:

Insert: For evaluation purposes only, the quantities for all items and sub-items in Table B.2.1, B.2.2 and B.2.3 of Annex B - Basis of Payment will be one(1).

PART 7 RESULTING CONTRACT CLAUSES, Article 20 Licensed Software Maintenance and Support:

Software Support Period when Additional Licenses added during Contract Period

Delete: In it's entirety

ANNEX B - BASIS OF PAYMENT, Table B.1.1 Surrey Detachment, item #4:

Delete: Annual Maintenance & Support - cost of annual maintenance & support from purchase date of software.

Insert: Annual Maintenance & Support - cost of annual maintenance & support from RCMP acceptance of the software installation.

ANNEX B - BASIS OF PAYMENT, Table B.2.1 sub-item 1b:

Delete: Annual Maintenance & Support - (1 year from date of license purchase) and 2nd year thereafter

Insert: Annual Maintenance & Support - (1 year from date of software installation and acceptance) and 2nd year thereafter

ANNEX B - BASIS OF PAYMENT, Table B.2.2 sub-item 1b:

Delete: Annual Maintenance & Support - (1 year from date of license purchase) and 2nd year thereafter

Insert: Annual Maintenance & Support - (1 year from date of software installation and acceptance) and 2nd year thereafter

ANNEX B - BASIS OF PAYMENT, Table B.2.3 sub-item 1b:

Delete: Annual Maintenance & Support - (1 year from date of license purchase) and 2nd year thereafter

Insert: Annual Maintenance & Support - (1 year from date of software installation and acceptance) and 2nd year thereafter

Question 1.1

M18 - The solution must interface and communicate with the following Records Management Systems:

1. Versaterm RMS
2. Niche RMS

Is there a present or future need to also interface to the RCMP Computer Aided Dispatch System (CAD)?

Response 1.1: No

Question 1.2

It is our understanding that the RFP is asking for the implementation of an internet-based (web/online) reporting solution that would be used by the public to initiate reporting of less serious occurrences/offences. The objective is to reduce workload for call centre and/or front line personnel. Annex A provides a very brief scope of services augmented by Annex B which identifies the basis of payment for the initial order and optional goods and services. In addition to software licenses, software maintenance and support and software training, Table B1.1..1 includes lines 2, 5 and 6 relating to "setup/implementation assistance".

Based on our experience, even "off the shelf" software products require analysis and configuration to ensure that the solution meets specific needs. For example, we anticipate a need to identify and document roles/ permissions (who can access the system, process the reports, etc. - security model), definition of the types of offenses that could be reported, incident specific assistance/help messages tailored to facilitate report completion, definition of offence descriptions, generation/integration of case file numbering with records management system, etc. Once specific configuration parameters are documented, the system would need to be modified and fully tested. The work to do this would need to be managed as a project. Additionally, procedures might need to be documented in order to facilitate ongoing management, future changes or modifications (governance/change management).

Does RCMP anticipate that "setup/implementation assistance" includes requirements /configuration gathering and documentation, software configuration, testing, maintenance procedures documentation and project management services in addition to software installation? How many environments would the Contractor need to install? Is there any migration of existing information required?

For the scope of "setup/implementation services", please clarify that line 2 is asking for the cost based on remote assistance and line 5 is asking for the same services but provided onsite rather than remotely? Can you clarify what is being requested in line 6?

Response 1.2:

Item 2 - If the Solution can be setup/ implemented by the RCMP with remote assistance - provide cost

Item 5 - If the Solution can not be setup/ implemented by the RCMP with remote assistance - provide cost, inclusive of all travel and living costs.

Item 6 - If the RCMP chooses not to setup/ implement Solution with remote assistance - provide cost, inclusive of all travel and living costs.

"If item #5 or 6 is exercised, the RCMP will manage the Project, however the Vendor will be responsible for coordinating their team."

Question 2.1:

Part 7 Resulting Contract Clauses, Section 4.4 Delivery Date identifies that all deliverables must be received on or before March 31, 2012. Please clarify if this pertains to all setup and implementation services or only to the software licenses?

Response 2.1: Deliverables must include items #1 through #4, and if required, item #5 and #6 .

The above referenced solicitation is amended as follows

PART 7 RESULTING CONTRACT CLAUSES, Article 4.4.1 Delivery Date: Initial Order:

Delete: March 31, 2012

Insert: May 15, 2012

Question 2.2:

Annex B, Table B1.1, Item 1 request software cost "including any customization required to meet RCMP specifications" Can RCMP please elaborate on the these specifications and clearly define what customizations may be needed?

Response 2.2: See Annex C M16 and M17

Question 2.3

a): Annex C - Rated Criteria R2 - R5: Can RCMP please specify what is meant by "supports"? Do you anticipate that the citizen/user can interact in each of these languages and that reports and any directions/ help screens will be provided in these languages?

Response 2.3 a): Yes

b) Will RCMP be providing the translation of all content/reports?

Response 2.3 b): No. Ideally the solution will translate and send the translated information to the RCMP in both English and French (allowing the RCMP to choose). This is identified in Annex C - R1.

c) Will internal RCMP staff also be completing tasks (such as verifying reports, approving, rejecting, etc.) in each of these languages?

Response 2.3 c): No

Question 2.4:

Annex C - Rated Criteria R18: Can RCMP please specify the other third party applications?

Response 2.4: Any Reporting Application available on the market, other than Crystal Reports.

Question 2.5:

a) Annex B - Table B1.1 Item 2, 5 and 6 - Can RCMP please clarify the difference in these line items?

b) Is line 2 intended to be provision of services remotely? If so, is RCMP providing access to the Bidder to the RCMP network via remote protocol in order to enable provision of services? **Response b):** Yes

c) Can RCMP please clarify the difference between lines 5 and 6 as both seem to imply provision of services by the Bidder onsite?

Response 2.5:

Annex B Table B1.1

Item 2 - If the Solution can be setup/ implemented by the RCMP with remote assistance - provide cost

Item 5 - If the Solution can not be setup/ implemented by the RCMP with remote assistance - provide cost, inclusive of all travel and living costs.

Item 6 - If the RCMP chooses not to setup/ implement Solution with remote assistance - provide cost, inclusive of all travel and living costs.

Question 3.1:

Annex A – Requirement, Scope of Contract Page 20. The RCMP indicated that on successful completion they "may acquire more licenses for other jurisdictions, municipalities, or cities within Canada." It is assumed that the software price quoted in the response will be extended for other jurisdictions, however it is unclear how the professional services required to configure the solution will be extended. What is the RCMP's concept for extending professional services to other jurisdictions, given that other jurisdictions may have differing requirements and/or different provincial regulatory requirements. We would suggest that the RCMP require bidders to provide the roles and rates of professional services that can be used if the solution is extended to other jurisdictions.

Reponse 3.1: The scope of services would be dependant on how the enterprise solution is designed. The anticipated scope would include minor customization of the front-end web page and potential additions to the types of reports allowed for that specific jurisdiction

Question 3.2:

Annex A – Requirement, Scope of Contract Page 20. The RCMP indicated that on successful completion they "may acquire more licenses for other jurisdictions, municipalities, or cities within Canada." What is the anticipated number of additional licenses that would be acquired and the scope of additional implementations?

Reponse 3.2: The anticipated number is unknown at this time. The scope would be dependant on how the enterprise solution is designed.

Question 3.3:

Annex A – Requirement, Scope of Contract Page 20. The RCMP indicated that on successful completion they "may acquire more licenses for other jurisdictions, municipalities, or cities within Canada." As other jurisdictions have differing capabilities for online reporting. It is suggested that bidders be rated on the capability of the solution to support "off-line" form completion.

Reponse 3.3: The desired solution will be an enterprise solution. Additional licenses would be added to a central solution. All other jurisdictions, municipalities, or cities would have common requirements, with the exception of having additional reporting types.

Question 3.4

Annex A – Requirement, Introduction. The RCMP indicated that the current internet site attracts 5k visitors monthly. Is there an estimate of the anticipated volume of reporting expected using the online solution?

Reponse 3.4: No, however the service will be promoted.

Question 3.5:

Annex C – Mandatory and Point Rated Evaluation Criteria

Design - M18. The RCMP indicated that the Online reporting system must interface with Versaterm and Niche RMS systems. In order to scope the effort required to configure the integration, we request to know how much customization of the these RMS systems has been completed? Can you describe the extent of integration required?

Reponse 3.5: It is required that all of the information from the accepted report be sent to the RMS System.

Question 3.6:

Does the crown anticipate being able to respond to these and other questions posed in the next two – three days? If not, given that the answers will have a significant impact on how we position our bid, we respectfully request an extension on the Response submission date of 7 days.

Reponse 3.6: The RFP will be extended for an additional 7 days

The above referenced solicitation is amended as follows

Page 1 of this solicitation - Solicitation Closing::

Delete: 2012-02-27

Insert: 2012-03-05

Solicitation No. - N° de l'invitation

M2989-122057/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

van532

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

M2989-122057

File No. - N° du dossier

VAN-1-34226

CCC No./N° CCC - FMS No/ N° VME

All other terms and conditions of the above referenced Solicitation remain unchanged.

Solicitation No. - N° de l'invitation

M2989-122057/A

Amd. No. - N° de la modif.

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File No. - N° du dossier

VAN-1-34226

CCC No./N° CCC - FMS No/ N° VME

NOTE TO BIDDERS: Please use ONE of the two mailing labels below and affix it securely to the outside of the envelope or package containing your bid submitted by mail or courier. For bids submitted by facsimile (Bid receiving fax (604) 775-7526), use this sheet as the cover sheet. Always ensure your company name, return address, open bidding solicitation number and closing date appear legibly on the outside of your bid submission.

AVIS AUX FOURNISSEURS: Pour le retour par la poste ou par messenger, veuillez utiliser UNE des étiquettes d'envoi ci-dessous et apposez-la à l'extérieur de votre enveloppe ou du colis contenant votre offre. Pour les offres soumises par télécopieur (n° du télécopieur pour la réception des offres: (604) 775-7526), utilisez cette page comme bordereau de télécopie. Assurez-vous que le nom de votre compagnie, l'adresse de retour, le numéro de l'invitation ouverte à soumissionner et la date de clôture soient lisibles à l'extérieur de votre offre.

Bid Receiving

**Public Works & Government Services Canada
12TH FLOOR - 800 BURRARD STREET
VANCOUVER BC V6Z 2V8**

Solicitation No. : M2989-122057/ A A001

**Solicitation Closes at : March 05, 2012
on : 1400PT**

Réception des soumissions

**Travaux publics et services gouvernementaux Canada
800 rue Burrard, 12e étage
Vancouver (C.-B) V6Z 2V8**

N° de l'invitation : M2989-122057/ A A001

**La réception des soumissions prend fin le : 05 mars 2012
à : 14:00 PT**
