

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. 005
Client Reference No. - N° de référence du client 20123155	Date 2012-05-07
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 2012-05-15	
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 005 is raised to:

Respond to question(s) raised by the industry:

No.	Question	Response
5	In the industry, the term“multi-tenancy” can be interpreted in many ways by the software vendors. Could you please provide a definition for multi-tenancy in in the context of this LOI?	For the purpose of this RFI, a multi-tenant architecture is defined as one that is capable of supporting multiple business units through a single n-tier software installation, with each business unit having their own physical database or virtual database.
6	In the industry, each vendor may interpret customization in their own terms, based on capabilities and functionalities of their solutions. What is the definition of ‘customization’ in the context of this LOI?	<p>Customization refers to customizing of the code or specific capabilities of the software product that results in a product that must be supported and maintained separately from the COTS version. Example: The addition of special code to support different email or other systems. This is not acceptable as an upgrade to the base COTS version could result in a malfunction of this special code, or requires additional effort to support the additional code.</p> <p>Configuration refers to the ability to use the existing code, features, and capabilities of the COTS product to modify the solution to manage the business processes, workflows, and specific requirements of the business. Subsequent updates to the base COTS platform do not impact any configurations made by the business. Example: The COTS product allows each business to set up the screens and input fields required for each workflow. A business can add or remove data fields, configure standard APIs to link to other systems, etc. A subsequent upgrade to the base COTS version does not change the screens, fields, or API settings.</p>

ALL OTHER TERMS AND CONDITIONS REMAINS UNCHANGED