

**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**

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

**Issuing Office - Bureau de distribution**  
Mainframe & Business Software Procurement Division /  
Div des achats des ordi principaux et des logiciels de  
gestion  
11 Laurier St. / 11, rue Laurier  
4C1, Place du Portage III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> BACKUP ENTERPRISE SOFTWARE		
<b>Solicitation No. - N° de l'invitation</b> 08317-110067/A		<b>Amendment No. - N° modif.</b> 009
<b>Client Reference No. - N° de référence du client</b> 08317-110067		<b>Date</b> 2012-02-27
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EEM-028-23569		
<b>File No. - N° de dossier</b> 028eem.08317-110067	<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 2012-02-29</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<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> Patel, Ankoor		<b>Buyer Id - Id de l'acheteur</b> 028eem
<b>Telephone No. - N° de téléphone</b> (819) 956-1202 ( )		<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> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<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>

Solicitation No. - N° de l'invitation

08317-110067/A

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

08317-110067

Amd. No. - N° de la modif.

009

File No. - N° du dossier

028eem08317-110067

Buyer ID - Id de l'acheteur

028eem

CCC No./N° CCC - FMS No/ N° VME

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**IF YOU REQUIRE THIS DOCUMENT IN FRENCH PLEASE CONTACT THE CONTRACTING  
AUTHORITY**

**THIS SOLICITATION AMENDMENT IS RAISED TO:**

- A) MAKE MODIFICATIONS TO THE BID SOLICITATION AS DETAILED HEREIN; AND  
B) ANSWER QUESTIONS RAISED BY THE INDUSTRY.

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**A) TO MAKE MODIFICATIONS TO THE BID SOLICITATION AS DETAILED HEREIN**

**AT TABLE 9, COLUMN A:**

**DELETE: ITEM NUMBER 7 AND 8 AND REPLACE WITH THE FOLLOWING:**

7	Optional Professional Services	Extended Total from Table 7, Sum of Column (E).
8	Optional Training Services	Extended Total from Table 8, Sum of Column (E).

## **B) TO ANSWER QUESTIONS RAISED BY THE INDUSTRY**

### **Question 83:**

A number of requests and inquiries have been made around the requirement for support for operating systems outside of general support (either deprecated or in extended support) by the respective OS vendor, and Netware is specifically identified in Q9, Q10, Q31, and others in past amendments. Furthermore, in question 81, a request for a list of operating systems requiring support is answered by directing them to Annex A Section 5, Section 6, and Section 7, where Netware is listed in Annex A Section 5.1. According to Novell at <http://support.novell.com/lifecycle/> (and specifying Netware), it appears that Novell intends to offer extended support for Netware only until September 30, 2012, well under the first 12 month term of this contract. The text below is taken from the specified URL search result:

*NetWare 6.5 (OES-NetWare, OES2-NetWare) moved from the General Support phase to the Extended Support phase of the Novell Support Lifecycle in March 2010. Extended support will be available until September 2012 at no additional charge for customers who are properly covered under Maintenance.*

While all vendors do have the option to "resurrect" or otherwise extend support for deprecated software for specific customers, we question why the current solution protecting Netware, however insufficient it may be for Passport's overall needs, could not simply remain in place. We further note that the multi-department requirement forces established vendors who no longer support Netware and would not normally respond, are now forced to internally define what minimally constitutes "support" for Netware in order to avoid exclusion from the larger Multi-Department opportunity.

(a) Due to the number of requests you have already received, and since extended support from Netware will end within the first 12 months of the intended contract, please clarify specifically what constitutes "support" for Netware, and confirm whether support at time of bid close or at time of Operating System vendor deprecation is sufficient, or if support must be offered at time of the first maintenance renewal in 12 months or for all option years of the contract?

(b) Alternatively, would Canada please again consider removing the mandatory requirement for Netware, or instead consider moving all Netware-related requirements it to the Rated section, which we feel still acknowledges Passport's requirement without preventing the highest level of competition, as well as enabling a consistent and effective support experience across the proposed solution by all competent vendors.

### **Answer 83:**

(a) Canada requires support for the software solution as described in the bid solicitation. Please see Part 7.1 (f) and 7.6 of the bid solicitation.

(b) Canada has reviewed the request and the requirement remains the same.

### **Question 84:**

I understand its well past the timeline for submitting clarification questions, however there is a discrepancy in the pricing tables.

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Table 9 References the Following:

7	Optional Training Services	Extended Total from Table 7, Sum of Column (E).
8	Optional Professional Services	Extended Total from Table 8, Sum of Column (E).
<b>Total Bid Price for Evaluation Purposes Only (Sum of Column C):</b>		

It seems that the descriptions in Table 9 are in the wrong order as Optional Professional Services are contained in Table 7, and Optional Training Services are contained in Table 8.

**Anwser 84:**

This observation is correct. Please refer to Part A above.

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