



## REQUEST FOR INFORMATION (RFI)

**Subject:**

**Service Costing Tool**

**Issue Date:**

**July 15, 2013**

**Date Information Required:**

**August 8, 2013**

**RFI No:**

**SEN-009 13/14**

### SUMMARY OF REQUIREMENTS

The purpose of this document is to gather information from potential suppliers for planning purposes only and have additional information about the solutions available as well as the prices. The Senate of Canada will treat all information that may be provided in response to this RFI as confidential. The Senate requires information with regards to estimated price and availability for the following services.

The Senate is currently looking for information regarding a software application (tool) that would:

- Provide the capability of tracking normal costs for an organization's services delivered to internal clients;
- Determine the service delivery capacity of defined services, and its impact on existing Service Level Agreements (SLAs), and resource allocations (human and financial).
- Utilize a bilingual web-based interface to allow the organization the capability of entering and configuring different parameters and to allow for mapping software to an existing catalogue of services (service standards);
- Enable the identification of all costs related to the delivery of services to clients;
- The tool must have a built-in, or out-of-the-box, customizable reporting capability that can be saved on a per user basis.

\* For further details, please refer to the Statement of Requirement attached as **Appendix "A"** of this document.

### SENATE INFORMATION

**Deliver to:**

The Senate of Canada  
Finance Directorate  
40 Elgin Street, 11<sup>th</sup> Floor  
Ottawa, Ontario  
K1A 0A4

Fax number: 613-947-1943

Or by e-mail

[marco.pelchat@sen.parl.gc.ca](mailto:marco.pelchat@sen.parl.gc.ca)

**PLEASE MARK ALL ENVELOPES WITH THE RFI NUMBER INDICATED ABOVE**

**Contact:**

**Marco Pelchat**

**Telephone no:**

**613-415-9129**

**For further information in regard to the statement of requirement in this RFI please contact:**

**Marco Pelchat**  
**Contracting Officer**  
**Finance Directorate**  
**Telephone Number: 613-947-7417**  
**E-mail address: [marco.pelchat@sen.parl.gc.ca](mailto:marco.pelchat@sen.parl.gc.ca) (preferable)**

**\*\*Please note that the questions have to be received no later than 4 days prior to the closing date\*\***



**SUPPLIER SIGNATURE BLOCK**

**PLEASE COMPLETE, SIGN AND RETURN ALL DOCUMENTS ENCLOSED WITH YOUR RESPONSE**

**Name of Firm:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Position Title:** \_\_\_\_\_

**E-mail Address:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Telephone no.** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**R.F.I. no:**

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## **APPENDIX “A” STATEMENT OF REQUIREMENT**

### **Introduction**

The Senate of Canada requires information in regards to the potential cost, availability and customary services available from professional and qualified firms in regards to the provision of a service costing software application (tool) that would address the requirements stated in the detailed description of requirements.

The purpose of this RFI is to obtain information from qualified suppliers as it regards potential services required and total estimated costs of purchasing and implementing software with capabilities as specified in the statement of requirements. *No contract shall be awarded as a result of this RFI alone.*

### **Background**

The Senate is currently looking for information regarding a software tool that would provide the capability of tracking service costs and determine the service delivery capacity of defined services, and its impact on existing Service Level Agreements (SLAs). A bilingual web-based interface must be provided to allow the Senate of Canada the capability of entering and configuring the different parameters and to allow for mapping existing levels of service, as well as provide the capability of producing reports as required.

The proposal should identify all costs related to deliver and implement the software.



## Scope

### Costing System Requirements

REF#:	DESCRIPTION OF REQUIREMENT:	DESCRIPTION OF COMPLIANCE:	SUPPORTING REFERENCE:	[ LEAVE BLANK ]
<b>1 Costing Tool Requirements</b>				
<b>1.1 Overall – Preference is that the tool would enable the costing of services for other functional areas in addition to information technology services</b>				
1.1.1	The tool should provide the capability of assigning IT costs to a variety of cost objects, such as activities, services, outputs or outcomes.			
1.1.2	It should enable the collection and assignment of direct and indirect costs, and salary, non-salary, and capital costs.			
1.1.3	The tool should identify all costs related for the delivery of a particular client facing service.			
1.1.4	It should be flexible enough to adapt to changes in/to cost drivers.			
1.1.5	It should allow for what-if scenario analysis to determine current and future impact on IT cost objects (i.e. service levels) in terms of capacity (personnel and financial resources).			



REF#:	DESCRIPTION OF REQUIREMENT:	DESCRIPTION OF COMPLIANCE:	SUPPORTING REFERENCE:	[ LEAVE BLANK ]
1.1.6	<b>The tool needs to be capable of mapping to existing and future service level agreements to reflect the cost of providing service based on level of service.</b>			
1.1.7	<b>The tool needs to be capable of generating service level agreements from templates</b>			
1.1.8	<b>The tool needs to be capable of generating a service catalogue structure based on services</b>			
1.1.9	<b>The service catalogue needs to be interactive, i.e. with a shopping cart capability.</b>			
1.1.10	<b>The tool should offer the capability of determining the service capacity based on the levels of service.</b>			
1.1.11	<b>The tool should offer the capability of determining the impact on service capacity based on the level of resources.</b>			
1.1.12	<b>The tool should offer the capability of determining the impact on cost based on the changes to the level of resources available.</b>			

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REF#:	DESCRIPTION OF REQUIREMENT:	DESCRIPTION OF COMPLIANCE:	SUPPORTING REFERENCE:	[ LEAVE BLANK ]
1.1.13	<b>The tool needs to be capable of logically linking IT service requests to related tasks and resources.</b>			
1.1.14	<b>The tool should provide a bilingual web-based interface to allow the Senate of Canada the capability of entering and configuring the different parameters and to allow for mapping the levels of service to the existing services.</b>			
1.1.15	<b>The tool should identify all costs related for the delivery of specific services to a client and provide at least 5 service examples.</b>			
1.1.16	<b>The tool must have a built-in, or out-of-the-box, customizable reporting capability that can be saved on a per user basis.</b>			
1.1.17	<b>The tool's interface needs to be able to support both French &amp; English languages.</b>			