Part - Partie 1 of - de 2
See Part 2 for Clauses and Conditions
Voir Partie 2 pour Clauses et Conditions

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

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

LETTER OF INTEREST
LETTRE D'INTÉRÊT

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	
Software	
Solicitation No. - N° de l'invitation	**Date**
45045-130032/A	2013-08-27
Client Reference No. - N° de référence du client	**GETS Ref. No. - N° de réf. de SEAG**
000000512	PW-$$XL-113-26359
File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
113xl.45045-130032	

Solicitation Closes - L'invitation prend fin	**Time Zone**
at - à 02:00 PM	**Fuseau horaire**
on - le 2013-09-16	Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.

Plant-Usine: ☐   Destination: ☐   Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Xu, Hong	113xl
Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(819) 956-1440 ( )	(819) 953-3703

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

STATISTICS CANADA
MAIN BLDG (SC0005)
150 TUNNEYS PASTURE
OTTAWA
Ontario
K1A0T6
Canada

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**
See Herein	

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**

Canada

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
45045-130032/A		113xl
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
000000512	113xl45045-130032	

R ntory

Management System

For
Statistics Canada

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Request for Information regarding
an Inventory Management System
For
Statistics Canada

A. 1   Background and Purpose of this Request for Information (RFI)

(a) RFI Overview:

Statistics Canada's Canadian Health Measures Survey (CHMS) is seeking feedback from the software community, with respect to a bilingual (French/English) commercial off the shelf (COTS) Inventory Management System (IMS) solution. This system will improve the management and quality of information received from CHMS logistics operations. It will provide management with more accurate information when making decisions about procurement trends, decision making, strategic planning and asset retention.

Public Works and Government Services Canada (PWGSC) is issuing this RFI on behalf of the Statistics Canada, as a means of gathering information to assist in accomplishing the following specific purposes:

- To initiate an early exchange of information with the vendor community
- To refine the survey requirements
- To seek comments on what industry proposes as a realistic timeline
- To identify possible risks and risk mitigation strategies
- To identify key information required by vendors
- To understand inventory management technology directions/evolutions
- To gauge industry's level of interest in supplying an inventory management solution

(b) Background:

Statistics Canada undertakes a multitude of operations across Canada, requiring a large array of assets to be deployed in various locations across the nation. These operations consume inventories of goods which need to be restocked on demand. One of these operations is the Canadian Health Measures Survey (CHMS) which collects health information about Canadians nationwide. The CHMS has several inventory locations at its head office in Ottawa, Ontario, and at two mobile clinics that visit cities across Canada. Inventories at all locations must be monitored so that supplies are available to staff as needed. Often supplies and assets are ordered from vendors, delivered to the head office (HO), and then shipped out to the sites at key intervals. Occasionally supplies and assets will be transferred from site to site or from site to head office.
All transactions must be documented.

Currently, Statistics Canada relies on Microsoft Excel spreadsheets to manage stock levels, track inventory movements and expiry dates where applicable. This system is broken into sheets which track current inventory levels at sites and current orders of incoming stock. Other spreadsheets

track certain assets which need to be shipped for maintenance and service. These spreadsheets offer a limited scope of the actual inventory picture and demand a large amount of manual input, which can result in input errors leading to further degradation of the inventory information. A centralized system would minimize these effects. For these reasons Statistics Canada's CHMS is seeking an inventory management software package to ensure accurate and smooth flow of its various assets.

A. 2   Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

A. 3   Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

A. 4   Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

A. 5   Treatment of Responses

(a)   **Use of Responses**: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

(b)   **Review Team**: A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

(c)   **Confidentiality**: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

(d)   **Follow-up Activity**: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

A. 6   Contents of this RFI

(a)   This RFI contains a draft Statement of Requirements. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

(b)   This RFI also contains specific questions addressed to the industry.

A. 7   Questions to Industry & Costing Estimates

Please respond to Annex B, Questions to Industry & Annex C, Costing Estimates as attached.

A. 8   Format of Responses

(a)   **Cover Page**: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.

(b)   **Title Page**: The first page of each volume of the response, after the cover page, should be the title page, which should contain:

(i)   the title of the respondent's response and the volume number;

(ii)   the name and address of the respondent;

(iii)   the name, address and telephone number of the respondent's contact;

(iv)   the date; and

(v)   the RFI number.

(c)   **Numbering System**: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

(d)   **Number of Copies**: Canada requests that respondents submit 3 copies of their responses.

A. 9   Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Hong Xu

E-mail Address: hong.xu@pwgsc.gc.ca

Telephone: (819) 956-1440

Facsimile: (819) 953-3703

A. 10   Submission of Responses

(a)   **Time and Place for Submission of Responses**: Suppliers interested in providing a response should deliver it to the following location by the time and date indicated on page 1 of this document:

Department of Public Works and Government Services Bid Receiving Unit
Portage III, 0A1
11 Laurier Street
Gatineau, Quebec K1A 0S5

Responses should not be sent directly to the Contracting Authority.

(b)   **Responsibility for Timely Delivery**: Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

(c) **Bid Receiving Unit Address Solely for Delivery of Responses**: The above address is only for bid submission. No other communications are to be forwarded to this address.

(d) **Identification of Response**: Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

Annex A - Statement of Requirement

## Mandatory Requirements with Explanation

The CHMS is interested in exploring the market for a "Commercial off-the-shelf" (COTS) software solution which can provide processes identified below; that is, the product is required to:

1. Track Inventory in Multiple Warehouses

The CHMS is an operation directed at collecting national health information of Canadians. It owns and operates two sets of customized tractor trailers that function as mobile clinics. The clinics are transported to various cities across Canada on a staggered schedule. While one is operating, the other is being moved and set up at the next collection site. In addition to these two mobile sites the CHMS also has a head office inventory which it manages.

This inventory is used to replenish the smaller capacity stock rooms on the mobile clinics. Each stock room carries virtually the same types of items but will have varying quantities. For example, the CHMS uses blood collection vials. Mobile Clinic #1 may have 300 vials but only needs 200 to operate for the month. Mobile Clinic #2 might have 150 vials but needs 200 to operate for the month. HO has zero units in their stores. The best solution here would be to ship 50 units to Clinic #2 from Clinic #1 and then begin the longer process of ordering more stock to HO from a vendor. Inventory at all sites must be tracked accurately for this solution to be possible. It should be noted that stock is not available from a clinic that is in transit, therefore in some situations the above example could not occur. If for example Clinic #1 was packed up and on the road when Clinic #2 realized it was low on stock, head office would have to procure more vials from a vendor. This situation can be handled if enough time is provided for the procurement process. If enough time is not available when the stock shortage is discovered or the supplier does not have the items on hand, then the clinic will not be able to operate. This is a worst case scenario and results in lost collection time and therefore lost data for the survey. The diagram below provides an overview of inventory positioning and flow within the operation. The diagram illustrates the three sites that are under the CHMS ownership (HO, Mobile Clinic # 1, Mobile Clinic # 2) and outlines the three principle external entities that influence our inventory flow. We make purchases from HO through vendors, who ship products to HO. Sometimes product must be sent back to the vendors for various reasons (wrong product delivered). The calibration of small equipment is done from HO. A clinic will ship their small equipment to HO and then HO will ship the equipment to a service center for repairs. The larger equipment that cannot be shipped is managed from HO by contracting technicians to visit the clinics to perform on site repairs. The diagram also illustrates the simple flow of
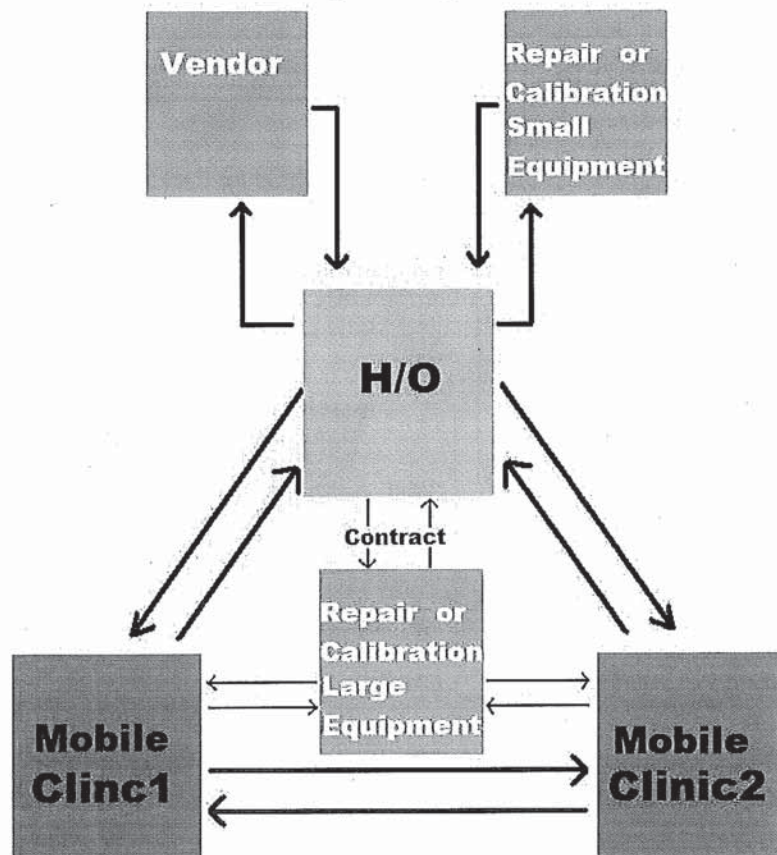
inventory between HO and the two clinics.

2. State the Current Location of Assets

It is imperative that up to date locations are available for stock items, it is not enough to simply state the general location of items. If the inventory is in transit between sites, the inventory manager needs to know this. The software must be able to interpret the stock transfer and report correct stock levels regardless of transportation timing.

This feature is also necessary in keeping track of equipment used by staff. Specifically, the CHMS uses Blood Pressure Monitors in their data collection. These monitors are often shipped between sites depending on demand, and to the manufacturer for calibration and servicing. If a piece of equipment is out for servicing this must be documented in the system so it is not presumed available for use.

Differentiating between many units of the same model of equipment would require the software to be able to accept description entries about the asset, such as serial numbers or internal asset tracking codes. Assets can also be removed from inventory due to an overstock or via a crown asset return. In the case of a crown asset return, the item is taken out of government service and sold to the private sector. When this occurs a note should be made in the system stating that the item has been removed from inventory for that reason. A list of items removed in this fashion could be generated for future reference.

3. Track Product Expiry Dates and Flag Expired Products

The CHMS consumes many medical science products with limited shelf lives. The blood collection vials mentioned previously are an example. These vials contain a coating that degrades over time and makes them unfit for use. Stocks of these vials exist at both clinics and HO and it is crucial to know the quantity and expiry date of each product at each location. Having this information up to date will allow the acquisitions officer to avoid running out of product by relying on stock which may actually expired and unusable. This information will allow stock that expires first to be shipped to the active clinic to be consumed first. Product expiry dates would need to be entered manually into the system, but the system should be able to flag items that are nearing expiry or expired. This feature would be combined with the location tracking feature above to allow the user to locate the expired or near expired product act accordingly.

The below example illustrates the current method for tracking inventory, which tries to incorporate the first three requirements already expressed. The system operates on a first in, first out stock flow (FIFO). Due to orders placed at differing times, identical products can have differing expiry dates. For example there are 310, 25 gauge butterfly needles in inventory but 250 expire in November 2013 and 60 expire in August, 2014. These columns are manually updated when inventory is received. It provides a basic idea of stock levels but doesn't reflect the whole picture.

Description	Count by	Expiry Date	User	S&R Storage	S&R Area 14	HSD Storage	HSD Telecom	Total	Quantity needed for 1 site	Qty Needed	Ordered Date
Needles - 21 ¾ gauge butterfly (20/box)	unit	June 1, 2014	Clinic	2,110				1,081	440	1559	

Needles - 23 ¾ gauge butterfly (20/box)	unit	October 1, 2013	Clinic	260						260	50	300	urgent	I
Needles - 25 gauge butterfly (20/box)	unit	November 21, 2013 = 250 August 1, 2014 =60	Clinic	310						310	50	300	urgent	I

Figure 1: Example of Current Inventory System

4. Barcode Scanner Compatibility

Frequently the CHMS receives large volume orders at HO from vendors. The products from these orders must be added to the inventory system easily and accurately. For example, bulk medical supplies from a supplier, items such as needles, vials, tubes and gloves, all arrive in their respective boxes on one pallet. These units in boxes must then be individually added to the inventory system.

We also receive different units of the same item, for example a vial might come in a box of 100 or a bag of 10. The software must be programmable so that it can recognize the many different barcodes that we encounter. This will allow us to create a database of barcodes and related products that can be quickly added to our inventory upon receipt. For example if we received a case of 500 vials, we would scan the case barcode and add 500 units to our inventory. However, if we received a bag of 100 of the same vials, we would scan the bag barcode and add 100 units to our inventory.

The barcodes could also track our equipment, such as the blood pressure monitors, while shipping and receiving between sites or companies for calibration.

5. Compare a Static Inventory Quota with Actual Inventory Amounts and Flag Items Which Need To be Restocked

The CHMS has a long list of unique items that have to be continually replenished in order to operate successfully. Items which are nearing a minimum level of stock must be ordered from vendors so that the new product arrives before all of the current stock is consumed. To perform this task manually with each item is a process that is both time consuming and risky. If an item that needs to be ordered is missed then the clinic staff may not be able to perform their duties. It is therefore vital that the inventory software is able to accept a customizable alert threshold for each item being tracked. When the threshold is reached the user of the software must be alerted to begin the process of restocking. It is also important to be alerted in advance of an item reaching zero stock as the CHMS procurement policy has strict, time demanding processes that must be adhered to. As a general guideline we require approximately 5 weeks between realizing a need for supplies and actually receiving those supplies.

6. Produce an Automated Inventory Report Which States Supplier Information, the Unit Price of an Item, the Quantity and Cost of Items Used per Site, and Price by Component

A significant amount of work goes into finding the best source for certain products, however, a span of months or even years can pass between when an item is initially purchased and when it needs to be purchased again. It often becomes a struggle to find the supplier of a specific item again. The initial process of finding a supplier therefore is duplicated. It is highly beneficial and desirable, if this duplication of work could be avoided. The inventory software should have a place where users can enter supplier information and pricing information for future reference.

This pricing information should also be used to generate a report which states the quantity and cost of an item that was consumed in a specified time frame. For example, the CHMS requires lab coats, which are fairly durable, however over the years coats can be damaged and tattered. Every few years an order is placed with a supplier to replenish the stock of lab coats. It is often the case that this supplier has to be

rediscovered due to the length of time between orders, and the quantity ordered is not noted making it difficult to project the future cost of these items.

7. Store Pictures of Assets

A picture is invaluable when trying to differentiate between stock items since there are many items in inventory with similar names and descriptions. The picture should be easily updatable within the system to account for any visual changes in the items we receive. The picture should also be large enough (or expandable) so that the item can be seen clearly.

8. Track Items That Have Had Product Number or Name Changes (same effective item)

Suppliers sometimes change the product number of an item, but the product remains identical. When this occurs it is necessary to track the two different product numbers as one item in the inventory. The CHMS relies on latex gloves from a certain supplier, recently this supplier changed their product number, despite the change in the product number the gloves remain the same. If we are tracking items by their product code, we have to take into account items with both codes to generate the true stock of gloves available. To extend this example, there are often situations where a supplier discontinues a product and replaces it with another. In this situation the CHMS considers the products the same as they serve the same function within our operation. Thus, in the inventory software, the products should be tracked as one to produce the true amount of that item available.

9. Create Permission Groups that can have Different Levels of Access for Different Users

The CHMS has many employees that will require varying levels of interaction with the software. At the very least the software needs to be separated into two tiers of users. The first tier should provide users with read only access to the information. There should be no manipulation of any kind available to these users. The purpose of this tier will be to provide a user with access to the inventory data for planning purposes only, and not for active manipulation of the software data. The second tier should be afforded full control of the software. This user type will be responsible for managing the inventory for the CHMS. Thus, they will be responsible for manipulating all of the information within the software.

10. Automatically Share and Update Inventory Data to Multiple Clients Over an Internal Network

Statistics Canada has a computer network that is designed with security in mind. As such the CHMS operates within two network environments that are connected by a central server. There is one network with internet connectivity and one network without. The majority of employees at HO do not have internet connectivity. The two networks can communicate with one another via a central sever that periodically swaps files between them. The COTSIMS will be required to operate without an internet connection. Data that is saved by one user should be stored on a network location accessible to all non-internet users. A secondary requirement that is not as vital would be to have this data shared with our mobile clinics via an internet connection. This process would be possible with our network configuration if handled correctly. For example both types of network users can email each other rather simply. If the software could generate an inventory form using a standard template then the staff at the mobile clinics could email their inventory levels to users at HO.

Human Resource Capacity

CHMS has approximately 50 employees. No more than 10 employees will require access to the software.

Technical Information

CHMS would like to bring attention to the following requirements which are not common to most COTS products.

1. Bilingualism

A fundamental requirement which differentiates Statistics Canada from most other provincial and private consumers is the requirement for a fully bilingual application (French/English). The following definition is offered for clarification.

For the purpose of this RFI, when Statistics Canada refers to "bilingual solution" it means software that offers users (federal employees) the ability to work in the language of their choice (French or English) as stated under Part V – Language of Work of the "Official Languages Act".

Users of a bilingual solution must be provided with equal functionality and access to a unified repository from a user interface and reporting perspective. The solution is not expected to translate user input for the employee but rather it is expected that table and code driven entries will be provided to the user based on the language chosen by the user.

2. Identical Functionality

The purposed solution must provide full, identical functionality in both the English and French languages, including but not limited to: application functionality, business rules, and normal user messages (not necessarily all error and warning messages), code table descriptions and help on all workstations. When performing queries from the user interface, the same search request, whether it is performed in French or English, must return the exact same result. There is no requirement for the proposed solution to translate free-form narrative text (e.g. user entered product descriptions) from English to French or vice-versa.

3. English and French Graphical User Interface (GUI)

The proposed solution must be delivered and enabled with both English and French GUI for all software. This includes but is not limited to: Screen Titles, Screen Labels, Help Text, Pull-down Lists, Screen Tool Bars, Action Buttons and Table Driven Information.

4. Bilingual Operation

When data is written into the database, it must be done in such a fashion that storage is independent of the language and that retrieval is performed in a manner transparent to the user.

5. Multiple locations and Time Zones

As stated in the background information, CHMS operates in multiple locations across Canada and as such is subject to the associated time zones of these locations. It is important that the system have the capacity to manage all date and time related information (e.g. product arrival times).

6. Network Infrastructure

The network environment at Statistics Canada is segregated. There are two networks, one with internet connectivity and one without. These networks can swap information periodically via a central server. The majority of clients using the COTSIMS will be on the network without internet connectivity. However, a

channel of communication is possible if inventory data needs to be shared to these clients via the internet or vice versa. The network links are of various bandwidths ranging from 100Mb to T1 with latencies.

7. Operating Systems
- Windows Server 2008 x64 (R2)

8. Relational Database Management System
- SQL Server

- Oracle 9i, 10g(11g FY 12/13)

9. Application Tier
- .Net

- Java

10. Enterprise Workstations
The below chart describes the current software environment installed on all workstations available to Statistics Canada employees. The software should be able to operate in either configuration.

Enterprise Desktop (Products installed on all workstations)

Current Version	Future Version	Comments
Windows Vista Enterprise (x86)	Windows 7 Enterprise (x64)	Migration Occuring Now
Internet Explorer 8	Internet Explorer 9/10	
Microsoft Office 2010	Microsoft Office 2013	
Microsoft Office Outlook 2010 Professional Plus	Microsoft Office Outlook 2013	
Adobe Reader 11	N/A	
Adobe Flash Player 11	Adobe Flash Player 11.2	
Java 6	N/A	
J2SE Runtime Environment 5.12	N/A	
.Net Framework 4	N/A	
Visual C++ 2008 Redistributable	N/A	

Annex B - Questions to Industry

Q-1	Are there Mandatory requirements listed that you could not meet or would be very difficult to meet? If so, which ones?	
Q-2	If you responded yes to question 1, can you propose a cost-effective solution that would address the intent of the requirement?	
Q-3	Are there terms in the technical aspects annex that may exclude your firm from submitting a proposal? If so, which term(s)?	
Q-4	Is the proposed solution made of a complete suite of fully integrated software products, if not which component(s) is/are not fully integrated? The Respondent should provide a list of standards that are used to ensure integration between modules within the proposed solution and provide development and/or security standards that the CHMS should consider over the long term.	
Q-5	What capabilities does the proposed solution have in relation to file conversion, data import/export, data extraction, loading data into other applications such as Microsoft Excel? Respondents should describe how the capabilities are managed by the software products.	
Q-6	What open standards does the proposed solution support in relation to file formats and development platforms? What proprietary standards does the proposed solution support?	
Q-7	Which Office suites does the proposed solution work with and how does the solution make use of output from those Office suites. What other technologies, such as scanning, does the solution incorporate into the solution?	

Q-8	Could the CHMS install the software system elsewhere in order to provide a "service" to any of the other Government of Canada departments, corporations or agencies as defined in Schedules I, I.1, II, III, IV and V of the Financial Administration Act or another party for which the Department of Public Works and Government Services Canada has been authorized to act pursuant to section 16 of the Department of Public Works and Government Services Act?	

Questions Related to the Experience of the Respondents and to Existing Installations of the Software

> Note: "Successful implementation" is defined as fully functional and operational for a period of not less than a year. Respondents must be aware that PWGSC may contact these references, at its own discretion, for clarification purpose.

Q- 9	How many successful implementations of the proposed solution have been carried out in the last three years?	
Q-10	Please supply client references where your system is presently operational and where your firm has implemented the software solution.	
Q-11	Was implementation carried out by your firm or via a third party?	
Q-12	Have any of these successful implementations been carried out in the public sector and, if so, please provide client references for systems that are currently operational.	
Q-13	How many simultaneous users were supported by the solution in those successful implementations?	
Q-14	What development platforms (e.g. Microsoft .Net and Oracle Java, etc.) were used for these successful implementations? Was the solution developed using an industry recognized and certified development methodology.	
Q-18	Did the successful implementation require special or additional security procedures beyond those already in the proposed software?	

Questions Related to the Licence of the Software

Q-19	What is the licensing model used to deploy the software products and what are the factors, which contribute to the price, i.e. license, warranty, yearly software maintenance and support services, number and type of users, number of PCs and/or servers, etc.	

Q-20	Should a licensing model based on an incremental unit of measure (User or PC) be considered or should it be based on an Entity License (Enterprise license)? What is the benefit and disadvantages of each?	
Q-21	What is the ratio between system cost (hardware/software etc.) and configuration/ deployment cost?	
Q-22	The Respondent should identify the hardware systems (supplier Name, part number, and description) and components (supplier Name, part number, description) required to operate the proposed software. The hardware systems and components should be selected from the Computer Acquisition Guide (CAG) NMSO for Microcomputers that can be accessed at the following link: http://computer.pwgsc.gc.ca/index.cfm?fuseaction= buy_micro.products_desktop&cmdty=1&lang= e&RequestTimeout=900	
Q-23	The respondent should provide a description of their maintenance and support services: (1) Problem reporting and response procedures; (2) Escalation procedures within respondent's corporate structure; (3) Handling of enhancement requests and bug fixes; (4) Security patch management process and trouble-shooting services for the software products' cconfiguration; (5) On-site support availability; (6) Use of remote diagnostics and ability to reconfigure after partial failure; (7) Service level objectives and guarantees of no interruption of services for software upgrades, configuration changes or other normal maintenance and recovery plan if these occur; (8) Migration processes and software migration tools; and, (9) Any other information considered relevant.	
	Questions Related to Installation of the Software	
Q-25	With regards to the implementation, roll-out and training on the proposed software solution, is your firm providing proprietary training? Is training available through a third party?	
Q-26	Are there training courses commercially available on the proposed solution? If yes, are they available only through your firm? Are they available through a third-party?	

Q-27	Is web-based training available?	
Q-28	Does your solution support rapid input technology, i.e. bar coding, radio frequency identification (RFID), and digital signatures?	
Q-29	Has your software been hosted and licensed to run under a secure technical environment? Does your software have the ability to encrypt/secure documents and data?	
	Questions Related to Software Design	
Q-31	Briefly describe the architecture of your solution and include any relevant diagram.	
Q-32	On what hardware/software platforms does your solution run? Include details on compatible hardware, operating systems, RDBMS, Web engines, reporting engines, etc	
Q-33	What are the advantages of using this platform?	
Q-34	Is your software hosted and run on computer servers within your firm's control?	
Q-35	Can your software be hosted and licensed to run under a secure technical environment?	
Q-37	Can the proposed solution capture reporting needs? What attributes are reported on (for example: company name, contract value, trade agreement applicability, etc.)? Could you list the potential fields that can be captured by your proposed solution for reporting needs?	
Q-38	Please indicate whether or not an evaluation copy to trial your application is being made available to PWGSC, if requested as a follow-up to this RFI?	
	Questions Related to Language Requirements of the Software	
Q-39	Will the solution give the possibility for the end-user to have the ability to navigate within the system in the working language of their choice, either English or Canadian French? Please explain if this is already part of your existing solution and if not, will you be able to meet this requirement?	

Annex C- Costing Estimates

ANNEX C - Initiative Costing – Estimates

Record specific cost estimates for all the resources (human, material and financial) required to produce the deliverables and meet the objectives established for the project.
Include one-time as well as recurring costs. Modify the table as required. Please add any additional cost for items, according to your proposed solution and implementation plan.

Operating Costs $ (1000's)

Cost Type	Cost	On-Going Cost
Costing for the Proposed Solution (Please provide breakdown per functionality)		
Vendor Solution Software		
Proposed Module Solution to meet CHMS needs		
Auxiliary Hardware e.g. Label Makers, Barcode Readers, Scanners		
Licensing		
Upgrades		
3rd Party Software		
Professional Services		
Training		
Annual Maintenance and Support		
Software as a Service (SaaS) Solution		
Additional costs not mentioned above		