

**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 0B2 / Noyau 0B2  
Gatineau  
Quebec  
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  
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

Title - Sujet RFI - SOFTWARE ASSET MGMT TOOL (SAM)	
Solicitation No. - N° de l'invitation E62ZR-151627/A	Date 2015-01-13
Client Reference No. - N° de référence du client 20151627	GETS Ref. No. - N° de réf. de SEAG PW-\$EEM-006-28332
File No. - N° de dossier 006eem.E62ZR-151627	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-02-13	
Time Zone Fuseau horaire Eastern Standard Time EST	
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: Quenville, Elizabeth	Buyer Id - Id de l'acheteur 006eem
Telephone No. - N° de téléphone (819) 934-1959 ( )	FAX No. - N° de FAX ( ) -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	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

**REQUEST FOR INFORMATION REGARDING**

**INFORMATION TECHNOLOGY SERVICE MANAGEMENT SOLUTION**  
**(ITSMS)**

**FOR**

**PUBLIC WORKS GOVERNMENT SERVICES CANADA (PWGSC)**

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Annex A: Draft Statement of Requirements

**REQUEST FOR INFORMATION REGARDING  
INFORMATION TECHNOLOGY SERVICE MANAGEMENT SOLUTION  
(ITSMS)  
FOR  
PUBLIC WORKS GOVERNMENT SERVICES CANADA (CSC)**

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

**(a) Background**

Public Works and Government Services Canada (PWGSC) Chief Information Officer Branch (CIOB) has a requirement for an integrated Information Technology Service Management Solution. The ITSMS will support a centralised (single point of contact) Service Desk, incident, problem and configuration management, Service Request Management and IT Asset & Service Management functions, and integrate with existing applications, such as Ms Dynamic, Ms Sharepoint, SAP, PeopleSoft, GCDOCS, and SSC's Tivoli/SmartCloud or other ITSM tool. The In-Service Support Sector (ISS) of PWGSC CIOB is issuing this Request for Information (RFI) to identify solutions available in the marketplace.

**(b) Objective**

Canada would like to solicit feedback from industry regarding what solutions are available to meet PWGSC's requirements, and how to best define these requirements.

**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.

**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,

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format and/or organization of any draft document included in this RFI. Respondents should explain any assumptions they make in their responses.

#### 4. **Response Costs**

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

#### 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.

#### 6. **Contents of this RFI**

This RFI includes a draft Statement of Requirements (see attached) as well as the following specific questions addressed to the industry.

#### 7. **Questions to Industry**

- A. Does your solution meet all of the functional and technical requirements listed in the attached Draft Statement of Requirements? If so, please explain how.
- B. Are there any functional or technical requirements listed in the attached Draft Statement of Requirements that your solution cannot meet? If so, which ones?
- C. Please describe your license type (ie User-based, by CPU, by server, by enterprise, etc).
- D. Please describe the term of your license (ie. Perpetual or subscription based).
- E. Do you offer a hosted solution (cloud, off-site)?
- F. Does your solution have the capability to create software packages for deployment on Windows platforms?

- G. Does your solution have the capability to perform automated deployment management in an Active Directory environment?
- H. Does your solution have the capability to perform application and server performance monitoring across physical, virtual and cloud environments?
- I. Are there any functional or technical requirements (value-add components and/or functions) that you believe would benefit our organisation?

## 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 one soft copy, in PDF format, of their response.

## 9. Inquiries

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

Contracting Authority: Elizabeth Quenville  
 E-mail Address: elizabeth.quenville@pwgsc-tpsgc.gc.ca  
 Telephone: (613) 937-2727  
 Facsimile: (819) 953-3703

## 10. Submission of Responses

- (a) **Time and Place for Submission of Responses:** Respondents should send responses electronically to the Contracting Authority's e-mail address identified herein by the date specified on the front page of the RFI.
- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct e-mail address.

Solicitation No. - N° de l'invitation

E62ZR-151627/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

006eem

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

20151627

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## **ANNEXE**

(see attachments)

## 1 Requirement

PWGSC-CIO Branch has identified a requirement for an Information Technology Service Management (ITSM) solution compliant with ITIL Version 3.0.

## 2 Background

PWGSC CIO Branch has established the In-Service Support (ISS) Sector to deliver effective and efficient delivery and support services to ensure value for the user, customer and the service provider across the Department. The ISS group is responsible, in part, for creating a centralised (single point of contact) Service Desk for the department, incident, problem and configuration management, Request for Service and centralising IT Asset & Service Management (ITASM). This includes providing a complete Service Desk functionality, incident, problem and configuration management and Service Request Management, assets life cycle management for PWGSC, and providing a self serve service catalogue to our users. This will enable our IT organization to support services and better align IT to the needs of our business.

Le SGSTI **will support** un bureau de service centralisé (guichet unique), la gestion des incidents, des problèmes, et de la configuration, des demandes de services et de la centralisation de la gestion des services et des biens de TI (GSBTI), and integrate with existing applications, such as Ms Dynamic, Ms Sharepoint, SAP, PeopleSoft, GCDOCS, and SSC's Tivoli/SmartCloud or other ITSM tool.

To enable ISS to operate effectively and efficiently an integrated ITSM tool suite is required that will support a centralised (single point of contact) Service Desk, incident, problem and configuration management, Service Request Management and IT Asset & Service Management functions, and integrate with existing applications, such as Ms Dynamic, Ms Sharepoint, SAP, PeopleSoft, GCDOCS, and SSC's Tivoli/SmartCloud or other ITSM tool.

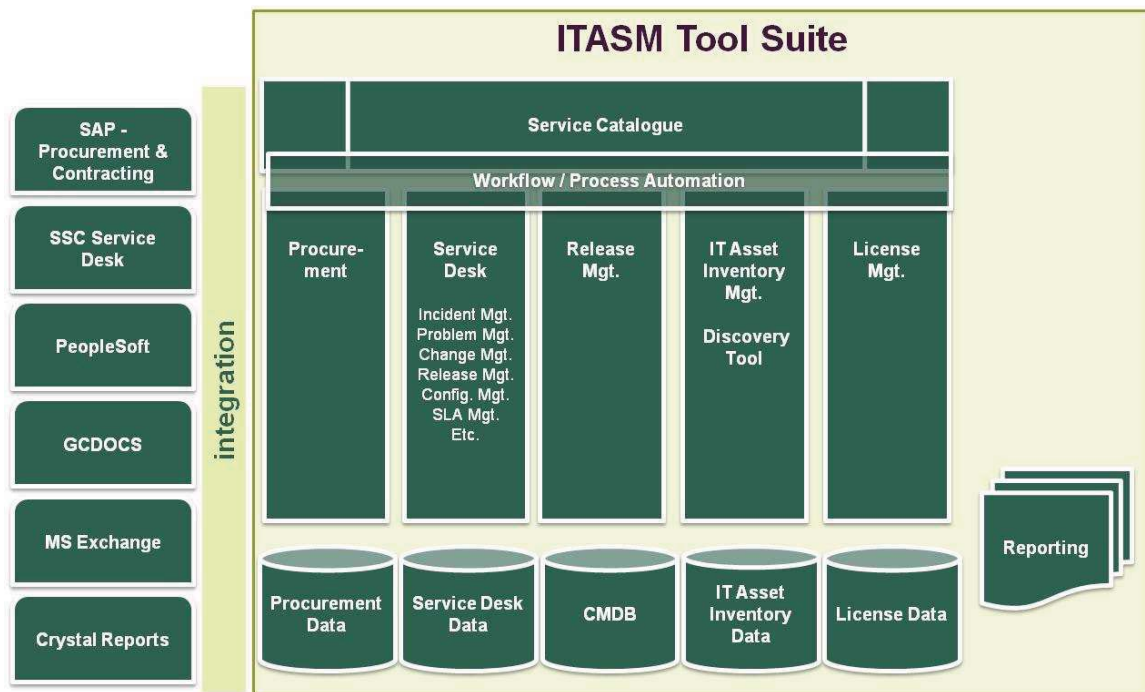
ISS is issuing this Request for Information (RFI) to identify solution options available on the marketplace.

## 3 Overview

The proposed ITSM solution will support Service Desk (ITIL V3.0 or higher), IT Asset Management, including but not limited to Inventory Management and License Management functions. An integrated "App Store/Self-serve", or similar construct, is also required. The "App Store/Self-serve" will enable users to find self-serve services and download pre-verified software, where there are available licenses. Finally, the solution will have a reporting module.

To support PWGSC-wide management of incidents, problems, and assets, integration with other PWGSC applications is required. These applications include, but are not limited to, the SAP-Procurement and Contracting module(s), Ms Dynamic, Ms SharePoint, PeopleSoft, SSC Tivoli/SmartCloud, MS Exchange and Crystal Reports (BI/Reporting).

The following is a conceptual design of the ITSM solution:



## 4 Functional Requirements

The following sections present the requirements for the IT Service Management solution. The solution must work, be complete and fully integrated, and include the following ITIL V3 (or higher) compliant (as certified by Pink Elephant or other organisation) core components and interfaces. For each core component and interface, a high-level list of expected, key functionality is provided for context.

### 1. Incident Management

- Incident Identification and Incident Logging from external event management, web interface, via email and from user phone call;
- Incident categorisation & sub categorisation;
- Incident automated assignment depending on category or business rules;
- Predefined prioritization based on impact and urgency of incident;
- Incident escalation capabilities;

### 2. Request Management

- Configurable request form templates;
- Configurable request management workflow, including auto-assignment of tasks to appropriate support group and technician and capture of approvals based on the departmental structure or delegated approval authorities;
- Workflow management:
  - Visibility of all request workflows and their status, and the ability to drill-down to view the tasks associated with a given request;
  - Manual over-ride of workflow assignments and/or tasks by authorised user;
  - Notification and escalation;



### 3. Service Catalogue Management:

- a) Support multiple views of the service catalogue, depending on client's site or other criteria;
- b) Integration with the Request Management Function, to enable users to request items from the Service Catalogue, based on the client's site;
- c) Integration with a web-based 'App store', or similar construct, enabling users to view available software and download items (within business rules);

### 4. Problem Management:

- a) Ability to monitor events and incidents;
- b) Provision of analysis and diagnosis tools;
- c) Provision of a Known Error database;
- d) Integration with Configuration Management System;

### 5. Change Management

- a) Configurable Change Request form template;
- b) Configurable Change Management workflow, including auto-assignment of requests to appropriate support group and technician and capture of approvals, based on the departmental structure or delegated approval authorities;
- c) Workflow Management (reference (2.) Request Management for detail);
- d) Automatic update of the appropriate ITSM databases from an approved request, to ensure the databases are kept in sync;

### 6. Release and Deployment Management:

- a) Creation of change records based on the approved model and priority structure;
- b) Identification of unapproved changes detected through discovery audits;
- c) Identification of scheduling conflicts for both personnel and CIs when scheduling changes;
- d) Identification of change dependencies when scheduling changes through the use of relationships maintained in the CMDB;
- e) Synchronization of Release Management data and functions to ensure that the Configuration Management Database (CMDB) is up to date, that changes are appropriately managed, and that all new software and hardware is stored in the Definitive Software Library (DSL) and Definitive Hardware Store (DHS);

### 7. Configuration Management:

- a) Quality control / assurance mechanisms to ensure the integrity of the assets and configurations required to control services and IT infrastructure by establishing and maintaining an accurate and complete Configuration Management System (CMS);
- b) Integration between the CMDB, the Asset Management Database, and the Service Desk software to ensure the CI data is available to the entire solution;
- c) Ability for the CMS to federate to other CMDB's;

### 8. Service Level Management

- a) Configure and maintain SLA data, including notification, rules, and thresholds;

### 9. Asset Management:

- a) Maintain inventory for all IT assets, including relationship between inventory (e.g., software assets associated with hardware assets);
- b) Configurable list of asset categories and sub-categories;
- c) Capture and maintenance of authoritative user base data including their location and departmental breakdown;
- d) Ability to associate users to their current hardware and software assets;

- e) Ability to scan network and configure hardware and software to allow handheld, portable barcode scanning of received, audited, and disposed hardware assets;
- f) Remote control access of assets;
- g) Pre-populated software library;
- h) Ability to aggregate software versions, application suites, etc.;

#### 10. License Management

- a) Ability to associate license data with software asset data;
- b) Track the lifecycle states for each managed software asset, from purchase to disposal, keeping and applying consistent practices to monitor and track;
- c) Manage any type of license and store all key information on contract terms and conditions, pricing, associated SLAs, and related vendors;
- d) Provide a pre-defined list of license types, which can be configured (add/modify/delete) by an authorised user;
- e) Configurable automatic notifications (e.g., key details and alerts);
- f) Configurable workflows (automated and manual triggers) to track renewals and work orders, linking them to the appropriate contracts and assets;
- g) Maintain and track all costs associated with a contract;
- h) From a single/simple interface:
  - i) Report the organization's compliance status;
  - ii) Highlight what the organization is entitled to install;
  - iii) Ability to differentiate the number of licenses associated with components of an application suite vs. individual COTS software package;
  - iv) Identify how many times a COTS SW item has been installed or used,
  - v) Identify how many licenses are still available,
  - vi) Identify which software is non-compliant;

#### 11. Knowledge Management

- a) Ability to search, update, and author knowledge articles, and importing existing articles;
- b) Ability to share knowledge and information (e.g., social media / collaboration);

#### 12. Financial Management

- a) Maintain and track asset costs;
- b) Maintain relationships between Assets, Purchase Orders and Contract;
- c) Integrate with SAP and PeopleSoft;
- d) Maintain and track purchase and costing information;

#### 13. App Store / Self Service Module

- a) Display the Software Catalogue of COTS software available for download, including up-to-date available inventory and other data as appropriate;
- b) Automatic update of inventory and license data, as appropriate, upon download;
- c) Configurable workflows integrated with Request Management function to support requests for software;
- d) Associate downloaded software to users and their current hardware asset;
- e) Capture usage and performance data associated with App Store use, availability, etc.;

#### 14. Discovery

- a) Integrated, configurable discovery tool to auto-discover hardware and software asset information/CI information/CI relationships and populate the information into the asset database;
- b) Configurable schedule to run routines, as well as a manual trigger run;

- c) If an agent is required to be installed on the devices (CIs) to allow discovery, provide the agent in a form that allows distribution via an object OR provide another method to automatically install on every machine;

#### **15. Notification**

- a) Email notification using Microsoft Exchange to allow clients to receive emails identifying when an incident, change or request has been opened, suspended or closed;
- b) Ability to send/receive emails from multiple email addresses;
- c) Auto-notifications based on business rules (e.g., when a ticket is assigned to them, or is going to breach the SLA);

#### **16. Export / Import of Data**

- a) Automated and manual import of bulk and individual data from external sources, using standard technology formats CSV and XML;
- b) Automated and manual export of bulk and individual data from the ITASM database, using standard technology formats CSV and XML;
- c) Export capability to BI / Reporting tool;

#### **17. Reporting / Query**

- a) Operational and Managerial-level reporting capabilities;
- b) Multi-dimensional reporting capability;
- c) Pre-defined “canned” reports and queries;
- d) Ability to configure and save reports and/or queries;
- e) Configurable schedule to run reports; and
- f) Automatic emailing / notification of scheduled reports to appropriate users

In addition to the above ITIL v3, or higher, core components and interfaces, the following are also required:

#### **18. Bilingual Capability**

- a) Provide bilingual capability, supporting both official languages of Canada (French and English) for all user interfaces and localised field values;
- b) Allow the preferred working language for each user who logs into the system to be set in the user profile;
- c) Allow users to change the working language for each login session;
- d) Provide documentation and training materials in both official languages of Canada;

#### **19. Account Management Capability**

- a) Ability to use role based account management;
- b) Ability to automatically terminate temporary and emergency accounts;
- c) Ability to automatically disable inactive accounts;
- d) Ability to audit account creation, modification, disabling and termination;
- e) Ability to establish and administer role based privileged user accounts;
- f) Ability to track and monitor privileged role assignments;

#### **20. Audit and Archive**

- a) Capture of audit trail information, including (at a minimum) the type of transaction that occurred, when (date and time) the transaction occurred, where the transaction occurred, the source of the transaction, the outcome (success or failure) of the transaction, and the identity of any user/subject associated with the transaction;
- b) Protect the integrity and prohibit modification and deletion of the audit trail information; and

- c) Archiving of data based on configurable business rules.

## 5 Technical Requirements

The minimum technical requirements for the proposed ITASM tool suite are as follows:

<b>Environment</b>	<p>The solution should be:</p> <ul style="list-style-type: none"> <li>• Web based;</li> <li>• Enable and support Multiple site configurations</li> <li>• Enable and support three environments: Dev, Test, and Prod</li> <li>• Solution should be compatible for deployment on these platforms: <ul style="list-style-type: none"> <li>○ Operating System <ul style="list-style-type: none"> <li>▪ Red Hat Linux 7</li> <li>▪ SUSE Linux Enterprise Server 12</li> <li>▪ Microsoft Windows Server 2012 Datacenter</li> </ul> </li> <li>○ Web Server Software <ul style="list-style-type: none"> <li>▪ Apache Foundation Group – Apache 2.5 or higher</li> <li>▪ Microsoft IIS 8</li> </ul> </li> <li>○ Application Server Software <ul style="list-style-type: none"> <li>▪ Oracle WebLogic Server 12c</li> <li>▪ IBM Websphere Server 8.5</li> <li>▪ Microsoft Application Server 2012</li> </ul> </li> <li>○ Database Management System Software <ul style="list-style-type: none"> <li>▪ Oracle 12c</li> <li>▪ Microsoft SQL Server 2012</li> </ul> </li> </ul> </li> </ul>
<b>Users</b>	<p>The solution should support the following:</p> <ul style="list-style-type: none"> <li>• 100+ Technicians for the whole solution; and</li> <li>• 18,000 end-users who will access and use the App Store, Service Catalogue, and trigger workflows.</li> </ul>
<b>Security</b>	<p>The Solution must provide/support:</p> <ul style="list-style-type: none"> <li>• Role based access control</li> <li>• SSL or secure key management</li> <li>• Use of Digital Signatures or similar functionality, for approvals</li> </ul>
<b>Channels</b>	<p>The solution must support Multi-channel delivery, including mobile solutions (IOS, Android, Windows, Blackberry).</p>
<b>Scalability / Upgradeability</b>	<p>The solution must support approx 20,000 Configuration Items (CIs) and be scalable to support increases in the number of CIs, the number of users and the number of physical sites without loss of functionality and performance.</p>