	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
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
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.

Title - Sujet
RFI - SOFTWARE ASSET MGMT TOOL (SAM

Solicitation No. - N° de l'invitation	**Amendment No. - N° modif.**
E62ZR-151627/A	001

Client Reference No. - N° de référence du client	**Date**
20151627	2015-02-03

GETS Reference No. - N° de référence de SEAG
PW-$EEM-006-28332

File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
006eem.E62ZR-151627	

Solicitation Closes - L'invitation prend fin	**Time Zone** **Fuseau horaire**
at - à **02:00 PM** on - le **2015-02-13**	Eastern Standard Time EST

F.O.B. - F.A.B.
Plant-Usine: ☐   **Destination:** ☐   **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Quenville, Elizabeth	006eem

Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(819) 934-1959 ( )	( ) -

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

Comments - Commentaires

Instructions: See Herein

Instructions: Voir aux présentes

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

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

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

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
E62ZR-151627/A	001	006eem
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No/ N° VME
20151627	006eemE62ZR-151627	

Amendment No. 001
Request for Information No. E62ZR-151627/A
Information Technology Service Management Solution (ITSMS)

The purpose of this amendment is to respond to questions relating to this request for information as detailed below.

QUESTIONS AND ANSWERS

#	Question	Answer
1	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Functional Requirements", Requirement 4(a): Can PWGSC clarify or provide an example of what is meant by "ability to monitor events and incidents?"	The solution should have the ability to monitor significant events and incidents of a managed service/target related to an existing problem. The solution should have the ability to monitor events such as availability alerts, errors triggered by applications, and job events associated to a known problem, and should have problem reporting functions.
2	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Functional Requirements", Requirement 7(a): Can PWGSC clarify or provide an example of what is meant "quality control/assurance mechanisms?"	The solution should have an approval change authorizations process, continuous monitoring of assets, role based control or other mechanisms to ensure the integrity of the assets and configurations items of CMDB. Ex: If an asset is sent to surplus and needs to be archived in the system, it should go through an approval process and only an identified group of employees with privileges should be able to proceed with the change of asset status.
3	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Functional Requirements", Requirement 7(c): Can PWGSC provide any examples of "other CMDB's" that they would like to federate with?	Examples of other CMDB's that the solution should federate to include in house developed CMDB SQL base relational Database, using Data Base engine such as Oracle 11g & up, Microsoft SQL Server 2008 & up, and MySQL.
4	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Functional Requirements", Requirement 9(c): Can PWGSC clarify or provide an example of what is meant by "capture and maintenance of authoritative user base data including their location and departmental breakdown?"	An example of what is meant by "capture and maintenance of authoritative user base data including their location and departmental breakdown" is having the ability to capture information on user information data including the organizational structure. The system should be able to configure user information organizational information breakdown such as

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
E62ZR-151627/A	001	006eem
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No/ N° VME
20151627	006eemE62ZR-151627	

		Department/Branch/Sector/Directorate/Team.
5	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Functional Requirements", Requirement 19(f): Can PWGSC clarify or provide an example of what is meant by "ability to track and monitor privileged role assignments?"	Privileged roles are organization-defined roles assigned to individuals that allow those individuals to perform certain security-relevant functions that ordinary users are not authorized to perform. The solution should have the ability to monitor privileged role assignments and inspect administrator groups and other system related accounts on demand to ensure that unauthorized accounts have not been created/modified.
6	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Technical Requirements": Can PWGSC please clarify or provide an example of what is meant by "enable and support multiple site configurations"?	The solution should have the ability to configure multi support groups based on business operations or support groups acorss multiple locations, different time zones, working hours and holidays.
7	Ref: Request for Information Annex A, Draft Statement of Requirements, Section 4, "Technical Requirements": Can you please tell us if our application has to be compatible on all platforms in the list or one from each section (Operating System, Web Server Software, Application Server Software, and Database Management System)?	The solution should be compatible with at least one from each section listen in "Operating System, Web Server Software, Application Server Software, and Database Management System".

**ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR INFORMATION
SHALL REMAIN THE SAME**