



# REQUEST FOR QUOTATION

**FOR**

***IBM Passport Advantage Software Maintenance***

Date Issued: February 18, 2015  
Solicitation File #: 201500362

Solicitation Closes: 10:00 a.m. March 4, 2015  
Originating Department: IT

Inquiries: Heather Forsyth

Tel: (613) 740-5466  
Fax: (613) 748-2079  
Email: hforsyth@cmhc-schl.gc.ca

*Security Classification: PROTECTED*

*Ce document est aussi disponible en français sur demande*

Canada



**All requirements in this RFQ are mandatory.**

## **SCOPE OF WORK**

Canada Mortgage and Housing Corporation (CMHC) wishes to enter into an Agreement with a vendor for the purpose of providing IBM software maintenance services. Proponents must have “IBM Premier SVP Certification” and must complete Appendix “A” - Price Breakdown Table, by filling in all pricing cells.

The resulting agreement with the successful proponent will be for a term of one (1) year commencing March 16, 2015 and ending on March 15, 2016.

## **PRICE QUOTATION**

The proponent must submit a fixed (firm) price relative to the software maintenance services outlined in this RFQ for the twelve month term of the agreement. All prices and amounts of money are to be quoted in Canadian dollars and be exclusive of all taxes unless otherwise indicated.

## **SUBMISSION INSTRUCTIONS**

Proponents must provide a copy of their IBM certification, complete all pricing cells on Appendix ‘A’ Price Breakdown Table, sign and submit a .pdf copy as noted below.

Documents are to be submitted to EBID@cmhc-schl.gc.ca, by 10:00 a.m. Local Ottawa time on March 4, 2015. The subject line of the transmission must state:

**RFQ, file # 201500362**

Timely and correct delivery of quotes to the exact specified quotation delivery address is the sole responsibility of the proponent. All risks and consequences of incorrect delivery of quotes are the responsibility of the proponent. CMHC will not assume or have transferred to it those responsibilities. All registered times will be in accordance with the time CMHC computer servers **receive** the submission, not the time the quotation was sent by the proponent\*.

**Submissions received after 10:00 a.m. March 4, 2015 will not be accepted.**

\* Please be advised that electronic transmissions may not necessarily be immediate and can experience lengthy delivery delays. Proponents should ensure that sufficient delivery time is allowed for quotations to be received.

**\* Please be advised that E-BID has a size limitation 10 MB. It is advisable and recommended that proponents submit their proposal in multiple smaller files.**

## **FORMAT**

Quotations are requested in Adobe Acrobat PDF in English or in French.

NOTE: In certain email programs the “Send” format may need to be specified as either “HTML” or “Plain Text”. Rich Text formatted or Compressed (Zipped) documents cannot be opened by CMHC.

## **PROPONENT SELECTION**

CMHC shall conduct the RFQ process in a visibly fair manner and will treat all proponents equitably. It is intended that the lowest cost quotation will be accepted, however, CMHC reserves the right to accept or reject any or all quotations and to verify that the supplier is able to meet the conditions outlined in the RFQ prior to awarding a contract.

Without changing the intent of this RFQ or the lead proponent’s quotation, CMHC will enter into discussions with the lead proponent for the purpose of finalizing the contract. If at any time CMHC decides that the lead proponent cannot satisfy CMHC’s requirements, CMHC may terminate negotiations. If at this time CMHC feels that the secondary proponent may meet the requirements, CMHC will continue the process with the secondary proponent and so on.

*Announcement of the successful proponent will be made to all proponents following the signing of a contract with the successful proponent, if any.*

## **MAINTENANCE SERVICES**

If the Proponent will not be the party supplying the maintenance services, the Proponent’s submission shall clearly identify the third party providing the maintenance services and provide a description of the relationship between the Proponent and that third party. CMHC reserves the right to request further details regarding the third party or the relationship between the third party and the Proponent. The Proponent shall also outline the manner by which the third party will be legally bound to supply the maintenance to CMHC in accordance with the terms and conditions set out in this RFQ.

The Proponent shall provide proof of registration upon signing of the contract to ensure that CMHC is registered with the third party for maintenance support services.

## **PROPONENT’S AUTHORITY**

The Proponent must provide a copy of their IBM certification to demonstrate that they have the authority from IBM to re-sell IBM software maintenance services and are “IBM Premier SVP Certified”.

## **MAINTENANCE SERVICES**

Maintenance services for the required software products shall be based on the services described in the IBM Enhanced Support Software Support Handbook and the IBM Passport Advantage and Passport Advantage Express Software Maintenance documentation.

<http://www-304.ibm.com/support/customer/sas/f/handbook/getsupport.html>

[ftp://ftp.software.ibm.com/pub/lotusweb/passportadvantage/Brochures\\_Quickguides\\_FAQs/PA\\_PAE\\_Quick\\_Guide\\_for\\_Customers.pdf](ftp://ftp.software.ibm.com/pub/lotusweb/passportadvantage/Brochures_Quickguides_FAQs/PA_PAE_Quick_Guide_for_Customers.pdf)

## **CONTRACT**

The successful proponent will sign a one (1) year contract with CMHC using CMHC contract form and containing the applicable IBM International Passport Advantage terms and conditions, as negotiated between the parties for the maintenance services requested by CMHC on an as needed basis. The standard IBM International Passport Advantage terms and conditions can be found on the following Website:

[http://public.dhe.ibm.com/software/passportadvantage/PA\\_Agreements/PA\\_Agreement\\_International\\_English.pdf](http://public.dhe.ibm.com/software/passportadvantage/PA_Agreements/PA_Agreement_International_English.pdf)

CMHC reserves the right to add, delete or revise terms and conditions during negotiations. The successful proponent's submitted documents and all associated correspondence from the successful proponent, where relevant, shall to the extent desired by CMHC, also form part of the resulting contract.

## APPENDIX “A” Price Breakdown Table

Please reference excel file entitled:

APPENDIX "A" -  
PRICE BREAKDOWN TABLE