Question 90:

Appendix E of the RFP states that "…Proponents are free to add or reduce the number of resources and days required…". However, the evaluation methodology described in the RFP is based on the Proponent providing a total of 20 resources for Stream 1. Should a Proponent wish to propose a different number of resources; how will this be evaluated from a points scoring perspective since a compliant proposal is one that meets the minimum upset scores in each category as described in Section 5 of the RFP?

Response:

Please note that in each table (3.2.1.1 - 3.3.2 – 3.4.2) CMHC indicated the minimum number of resources required for each stream; highlighted by the title of the column:"Minimum No of Resource".

CMHC is further clarifying section 5.4 evaluation methodology by removing the following wording:

> *"In the event that any response to the solicitation identifies resources greater than or less than the number of resources which CMHC has noted as its anticipated number, CMHC will average the rating for all resources submitted in all responses to result in an average score for one resource. That score will be added to the total price point for that resource category.*
> *In the event that all responses identify resources which align with CMHC's anticipated number of resources, no averaging will be required."*

and REPLACING IT with the following:

If a Proponent identifies resources **greater** than those posted in tables found in 3.2.1.1 - 3.3.2 – 3.4.2, the scores for each resource will be add together and averaged and then multiplied by the minimum number of resources CMHC requested, to come to a final total score.

If a Proponent identifies resources **less** than those posted in tables found in 3.2.1.1 - 3.3.2 – 3.4.2, that Proponent will only receive the total score that can be generated by the number of resources proposed.

Proponents who offer fewer resources than required will not meet the requirements.

Answer to question 58 also clarified that Proponents were allowed to adjust the number of days and/or INCREASE the number of resources.

Question 91:

The OpenText certifications represent a significant financial investment for the resources who undertake the certification process. Each certification costs on average $10,000 to obtain. The certifications are also a significant time investment for the resources who undertake them while working.

We ask that CMHC reconsider its decision and recognize the following certifications as equivalent to those listed for evaluation criteria 3.2.4.8 (Senior Technical Architect category) and 3.2.4.20 (Technical Analyst category):

- Livelink ECM-Enterprise Server Administrator Certification (OTLSA) V 9.7.1 which **is equivalent** to the OpenText Content Server Administrator Certification Program – OTCSSA

- Livelink ECM – Enterprise Server Business Consultant Certification (OTLBC) v 9.7.1 which **is equivalent** to OpenText Content Server Consultant Certification Program – OTCSBC

Response:

The following requirements are no longer required:

1. Remove Requirement 3.2.4.8 'The Proponent should demonstrate that the proposed resource has completed with success the following OpenText certification(s):

- OpenText Content Server Developer Certification Program – OTCSSD
- OpenText Content Server Consultant Certification Program – OTCSBC
- OpenText Content Server Administrator Certification Program – OTCSSA
- OpenText Archive Server Certification Program – OTAS,
  2.5 points per certification (must provide a copy of the certificate)'

2. Remove Requirement 3.2.4.20 'The Proponent should demonstrate that each of the proposed

resources have completed with success the following OpenText certification(s):

- OpenText Content Server Developer Certification Program – OTCSSD
- OpenText Content Server Consultant Certification Program – OTCSBC
- OpenText Content Server Administrator Certification Program – OTCSSA
- OpenText Archive Server Certification Program – OTAS.

  2.5 point per certification (must provide a copy of the certificate)'

3. Remove Requirement 3.2.3.10 'The Proponent should demonstrate that the proposed resource has completed with success the following OpenText certification(s):

- OpenText Content Server Developer Certification Program – OTCSSD
- OpenText Content Server Consultant Certification Program – OTCSBC
- OpenText Content Server Administrator Certification Program – OTCSSA
- OpenText Archive Server Certification Program – OTAS,
  2.5 points per certification (must provide a copy of the certificate)'

Question 92:

In the Scope of Migration Services, page 29 it states: "*The Proponent may propose the use of a different migration tool to provide migration services for the File shares migration and/or the Lotus Notes corporate libraries migration. In this case, the proposed tool will be analysed and, if*

the same deliverables can be met, the use of another tool replacing the current OTIC migration projects might be considered and approved."

If bidders are able to provide evidence of experience using a different migration tool within the two reference projects under the Requirements for Proponent of the evaluation criteria, then the OTIC specific requirements for the Developer Migration Specialist (3.2.3.32, 3.2.3.33, 3.2.3.34) become unreasonable criteria for evaluation and narrows the type of migration resources CMHC will allow for this project.

Furthermore, the evaluation scale for these three requirements favours OpenText employee resources who would have worked on earlier non-commercially available versions. OTIC was only commercially available from OpenText starting December 2012 as published in OpenText's press release for OTIC in the Enterprise World 2012 (LINK to press release: http://www.opentext.com/who-we-are/press-releases?id=AF774991C1AA40F881DDCCADB1B933CB).

For the Developer Migration Specialist category, requirements 3.2.3.32, 3.2.3.33, 3.2.3.34 represent 40% of the total 70 points.

We ask that requirements 3.2.3.32, 3.2.3.33, 3.2.3.34 be removed as it is not representative of the IM industry's highly experienced OpenText Livelink/OpenText Content Server data migration resources and forces bidders to seek out current or former OpenText employees solely for the purposes of submitting a compliant resource that meets the 60% threshold.

Response:

The following requirements are no longer required:

1. Remove Requirement 3.2.3.12 'The Proponent should demonstrate that each of the proposed senior resources have experience working with OpenText InfoFusion Integration Center (OTIC) migration projects '
2. Remove requirement 3.2.3.22 The Proponent should demonstrate that each of the proposed resources have experience working with OpenText InfoFusion Integration Center (OTIC) migration projects
3. Remove requirement 3.2.3.32 'The Proponent should demonstrate that the proposed resource has experience creating and performing data migrations using OpenText Infusion OTIC from systems and/or file share to OpenText Livelink and/or OpenText Content Server. '
4. Remove requirement 3.2.3.33 The Proponent should demonstrate of the proposed resource has experience working with OpenText InfoFusion Integration Center (OTIC) migration projects**.**

Question 93:

Further to the question which requested that CMHC reconsider its decision and recognize the following certifications as equivalent to those listed for evaluation criteria 3.2.4.8 (Senior Technical Architect category) and 3.2.4.20 (Technical Analyst category), please respond to this question.

Since each certification is a substantial financial investment at $10,000 per certification, certified resources will often settle on getting just one certification. Therefore it is very rare, unless the resource is currently or formerly an Open Text employee (for which certification training is automatically provided), to have more than one Open Text specific certification.

That is, the evaluation scale of 2.5 points for each identified certification is not representative of the large numbers of experienced and certified Open Text resources in the industry.

We ask that CMHC modify the evaluation criteria for 3.2.4.8 and 3.2.4.20 similar to that of the educational requirements where if a resource is able to demonstrate at least one relevant certification, they would score full points and zero points if resource has no certification.

Response:

Please refer to response to question 91.

Question 94:

As a follow up to Q66, with respect to Requirement 3.2.2.23, the scoring for the IM Business Analyst – Senior shows the following:

Less than 1 year: =0pts
1 to 2 years: = 2pts
3 to <4 years = 5 pts
4 to <5 years: = 8pts
More than 5 years: = 10pts

It does not explain what the resource would score if the experience fell between 2 and 3 years (e.g. 2.5 years). Could CMHC please clarify what the appropriate scoring for the IM BA Senior category should be?

Response:

The year range for this question has been corrected as well as the point distribution as follows:

Less than 1 year: =0pts
1 to <3 years: = 2pts
3 to <4 years = 5 pts
4 to <5 years: = 8pts
More than 5 years: = 10pts

Question 95:

In Q1 and Q11, CMHC amended the requirements for the developer migration services role. In doing so, CMHC has acknowledged that data migration to OpenText ECM does not necessarily require the use of the OpenText InfoFusion Integration Centre (OTIC). Will CHMC substitute the requirement (p36 S3.2.3.32) to allow the rating of other migration tools to be evaluated?

Response:

Please refer to response to question 92.

Additional changes to RFP:

1. Remove requirement 3.2.3.37 The Proponent should demonstrate that each of the proposed resource have experience working with OpenText - OScript.
2. Remove requirement 3.2.4.22 The Proponent should demonstrate that each of the proposed resource have experience working with OpenText - OScript.
3. Remove requirement 3.3.6.13 The Proponent should demonstrate that each of the proposed resource have experience working with OpenText - OScript.
4. Remove requirement 3.2.3.13 'The Proponent should demonstrate that each of the proposed senior resources have experience working with OpenText - OScript.'

Revised Appendix "B" Stream 1, 2 and 3

	Stream 1	M/R	Weighted Points Available	Minimum Point Requirement	Weights	% of total Section points	% of total Stream 1 points
	Requirements for IM Business Analyst – Intermediate (6 persons)						
3.2.2.8	The Proponent should demonstrate experience with leading	R	300		5	6.67%	2.71%
3.2.2.9	The Proponent should demonstrate working with OpenText Livelink and/or Content Server.	R	600		10	13.33%	5.42%
3.2.2.10	The Proponent should demonstrate experience with test scenario development, functional testing	R	600		10	13.33%	5.42%
3.2.2.11	The Proponent should demonstrate communicate effectively, orally and in writing, in both official	R	1200		20	26.67%	10.85%
3.2.2.12	The Proponent should demonstrate experience defining functional requirements for the RDIMS	R	600		10	13.33%	5.42%
3.2.2.13	The Proponent should demonstrate business rules for the Government of Canada RDIMS core	R	600		10	13.33%	5.42%
3.2.2.14	The Proponent should demonstrate developing and implementing Records Filing/Classification	R	300		5	6.67%	2.71%
3.2.2.15	The Proponent should demonstrate a College Diploma or University Degree	R	300		5	6.67%	2.71%

	Total Section:		**4500**	**2700**		**100%**	**40.67%**
	Requirements for IM Business Analyst – Senior (2 persons)						
3.2.2.21	The Proponent should demonstrate Senior resources leading focus groups/working groups.	R	100		5	6.67%	0.90%
3.2.2.22	The Proponent should demonstrate Senior resources with OpenText Livelink and/or Content	R	200		10	13.33%	1.81%
3.2.2.23	The Proponent should demonstrate Senior resources test scenario development, functional	R	200		10	13.33%	1.81%
3.2.2.24	The Proponent should demonstrate Senior resources communicate in both official languages	R	400		5	26.67%	3.62%
3.2.2.25	The Proponent should demonstrate Senior resources with RDIMS core applications	R	200		10	13.33%	1.81%
3.2.2.26	The Proponent should demonstrate Senior resources establishing business rules	R	200		10	13.33%	1.81%
3.2.2.27	The Proponent should demonstrate Senior resources developing and implementing Records	R	100		5	6.67%	0.90%
3.2.2.28	The Proponent should demonstrate Senior resources College Diploma or University Degree	R	100		5	6.67%	0.90%
	Total Section:		**1500**	**900**		**100%**	**13.56%**
	Senior Data Migration Analyst (2 persons)						
3.2.3.9	The Proponent should demonstrate senior resource College Diploma or University Degree	R	100		5	15.63%	0.90%
3.2.3.10	The Proponent should demonstrate senior resources have OpenText certification(s)	R	0		0	0.00%	0.00%
3.2.3.11	The Proponent should demonstrate senior resources performing data migrations	R	200		10	31.25%	1.81%

3.2.3.12	~~The Proponent should demonstrate senior resources OpenText InfoFusion Integration~~	R	0		0	0.00%	0.00%
3.2.3.13	~~The Proponent should senior resources OpenText - OScript.~~	R	0		0	0.00%	0.00%
3.2.3.14	The Proponent should demonstrate senior resources web development technologies	R	40		2	6.25%	0.36%
3.2.3.15	The Proponent should demonstrate senior resources developing Content Server	R	100		5	15.63%	0.90%
3.2.3.16	The Proponent should demonstrate senior resources writing SQL scripts	R	200		10	31.25%	1.81%
	Total Section:		**640**	**384**		**100%**	**5.78%**
Data Migration Analyst (2 persons)							
3.2.3.20	The Proponent should demonstrate a College Diploma or University Degree	R	40		2	4.76%	0.36%
3.2.3.21	The Proponent should demonstrate experience performing data migrations from	R	200		10	23.81%	1.81%
3.2.3.22	~~The Proponent should demonstrate experience working with OpenText InfoFusion Integration~~	R	0		0	0.00%	0.00%
3.2.3.23	The Proponent should demonstrate experience supporting and/or developing applications	R	200		10	23.81%	1.81%
3.2.3.24	The Proponent should demonstrate experience writing complex batch processing	R	200		10	23.81%	1.81%
3.2.3.25	The Proponent should demonstrate experience writing SQL scripts and stored procedures.	R	200		10	23.81%	1.81%
	Total Section:		**840**	**504**		**100%**	**7.59%**

	Requirements for Developer Migration Specialist (1person)						
3.2.3.31	The Proponent should demonstrate College Diploma or University Degree	R	20		2	6.25%	0.18%
~~3.2.3.32~~	~~The Proponent should demonstrate experience performing data migrations using OpenText~~	R	0		0	0.00%	0.00%
~~3.2.3.33~~	~~The Proponent should demonstrate experience working with OpenText InfoFusion Integration~~	R	0		0	0.00%	0.00%
3.2.3.34	The Proponent should demonstrate experience supporting and/or developing applications	R	100		10	31.25%	0.90%
3.2.3.35	The Proponent should demonstrate experience writing complex batch processing scripts	R	100		10	31.25%	0.90%
3.2.3.36	The Proponent should demonstrate experience writing SQL scripts and stored procedures.	R	100		10	31.25%	0.90%
3.2.3.37	~~The Proponent should demonstrate experience working with OpenText OScript.~~	R	0		0	0.00%	0.00%
	Total Section:		**540**	**324**		**100%**	**2.89%**
	Requirements for Senior Technical Architect (1 person)						
3.2.4.7	The Proponent should demonstrate College Diploma or University Degree	R	100		10	28.57%	0.90%
~~3.2.4.8~~	~~The Proponent should demonstrate that the proposed resource has OpenText certification(s)~~	R				0.00%	0.00%
3.2.4.8	The Proponent should demonstrate experience in the installation, configuration, design	R	100		10	28.57%	0.90%
3.2.4.9	The Proponent should demonstrate experience with VMware virtualization technologies.	R	50		5	14.29%	0.45%

3.2.4.10	The Proponent should demonstrate experience with Network Attached Storage (NAS)	R	50		5	14.29%	0.45%
3.2.4.11	The Proponent should demonstrate experience in network design and architecture	R	50		5	14.29%	0.45%
	Total Section:		**350**	**210**		**100%**	**3.16%**
	Requirements for Technical Analyst (5 persons)						
3.2.4.18	The Proponent should demonstrate College Diploma or University Degree	R	500		10	28.99%	4.52%
3.2.4.19	The Proponent should demonstrate experience in the installation, configuration, support	R	500		10	28.99%	4.52%
3.2.4.20	~~The Proponent should demonstrate resources have OpenText certification(s a copy of the certificate)~~	R				0.00%	0.00%
3.2.4.21	The Proponent should demonstrate experience with the installation, configuration and integration	R	225		5	13.04%	2.03%
3.2.4.22	~~The Proponent should demonstrate experience using OpenText Oscript.~~	R	0		0	0.00%	0.00%
3.2.4.23	The Proponent should demonstrate experience using Object Importer / Exporter	R	500		10	28.99%	4.52%
	Total Section:		**1725**	**1035**		**100%**	**15.59%**
	Requirements for Project Manager (1person)						
3.2.5.6	The Proponent should demonstrate completed a post-secondary education in IM/IT or PM	R	100		10	28.57%	0.90%
3.2.5.7	The Proponent should demonstrate Project Management designation	R	100		10	28.57%	0.90%
3.2.5.8	The Proponent should demonstrate experience using EDRM/ OpenText edocs, Livelink/Content	R	50		5	14.29%	0.45%

3.2.5.9	The Proponent should demonstrate project management experience in IM/IT projects	R	100		10	28.57%	0.90%
	Total Section:		**350**	**210**		**100%**	**3.16%**
	Requirements for Proponent						
3.2.6.6	The processes, methodologies and tools proposed by the Proponent to on-board the users should	R	100		10	11.90%	0.90%
3.2.6.7	The implementation methodologies and processes that the Proponent is proposing integrates CMHC	R	90		10	10.71%	0.81%
3.2.6.8	The approaches proposed by the Proponent include all aspects of the project (business	R	50		5	5.95%	0.45%
3.2.6.9	The tools proposed by the Proponent to upload business unit's configuration during	R	100		10	11.90%	0.90%
3.2.6.10	The Proponent should provide evidence of their ability and commitment to provide ongoing	R	100		10	11.90%	0.90%
3.2.6.11	Escalation Steps Please describe your escalation procedures	R	100		10	11.90%	0.90%
3.2.6.12	Travel and living expenses The Proponent should agree to be bound by the	R	300		30	35.71%	2.71%
	Total Section:		**840**	**504**		**100%**	**7.59%**
	Grand Total Stream 1:		**11,065**	**6,639**			**100%**

	4.10 Pricing Proposal - Vendors Total Price	**7,376**				
	Grand Total of all points Stream 1:	**18,441**				

	Stream 2	M/R	Weighted Points	Minimum Point Requirement	Weights	% of total Section	% of total Stream
		M/R	Weighted Points	Minimum Point Requirement	Weights	% of total Section	% of total Stream

			Available			points	2 points
	Requirements for Business Analyst - Physical Object Specialist (1 person)						
3.3.5.9	The Proponent should demonstrate experience with leading focus groups/working groups.	R	50		5	6.25%	1.42%
3.3.5.10	The Proponent should demonstrate experience working with OpenText Livelink and/or Content	R	100		10	12.50%	2.85%
3.3.5.11	The Proponent should demonstrate experience with test scenario development, functional testing	R	100		10	12.50%	2.85%
3.3.5.12	The Proponent should demonstrate communicate orally and in writing, in both official languages	R	200		20	25.00%	5.70%
3.3.5.13	The Proponent should demonstrate experience defining functional requirements	R	100		10	12.50%	2.85%
3.3.5.14	The Proponent should demonstrate experience establishing business rules	R	100		10	12.50%	2.85%
3.3.5.15	The Proponent should demonstrate experience developing and implementing Records	R	100		10	12.50%	2.85%
3.3.5.16	The Proponent should demonstrate College Diploma or University Degree	R	50		5	6.25%	1.42%
	Total Section:		**800**	**480**		**100%**	**22.79%**
	Requirements for Developer/Migration Physical Object Specialist (1 person)						
3.3.6.6	The Proponent should demonstrate College Diploma or University Degree	R	20		2	2.78%	0.57%
3.3.6.7	The Proponent should demonstrate experience working with OpenText Physical Objects	R	100		10	13.89%	2.85%
3.3.6.8	The Proponent should demonstrate experience with XML, SQL and advanced Microsoft Office	R	50		5	6.94%	1.42%

3.3.6.9	The Proponent should demonstrate experience performing data migrations to Open Text Content	R	100		10	13.89%	2.85%
3.3.6.10	The Proponent should demonstrate experience in performing Quality Assurance testing.	R	50		5	6.94%	1.42%
3.3.6.11	The Proponent should demonstrate experience in developing OpenText Web Reports.	R	100		10	13.89%	2.85%
3.3.6.12	The Proponent should experience installation, configuration and development of Content Server	R	100		10	13.89%	2.85%
~~3.3.6.13~~	~~The Proponent should demonstrate experience in developing solution with Opentext Oscript.~~	R	0		0	0.00%	0.00%
3.3.6.14	The Proponent should demonstrate has experience in using HTML 5.	R	50		5	6.94%	1.42%
3.3.6.15	The Proponent should demonstrate has experience working with jQuery.	R	50		5	6.94%	1.42%
3.3.6.16	The Proponent should experience working with OpenText Object Importer / Exporter.	R	100		10	13.89%	2.85%
	Total Section:		**720**	**432**		**100%**	20.51%
	Requirements for Trainer – Physical Object Specialist (2 persons)						
3.3.7.7	The Proponent should demonstrate experience with creating/maintaining/reviewing training	R	200		10	25.00%	5.70%
3.3.7.8	The Proponent should demonstrate experience using OpenText – Physical Object	R	100		5	12.50%	2.85%
3.3.7.9	The Proponent should demonstrate experience using OpenText Livelink/Content Server	R	100		5	12.50%	2.85%
3.3.7.10	The Proponent should demonstrate experience as a Trainer on OpenText Livelink and/or Content	R	200		10	25.00%	5.70%

3.3.7.11	The Proponent should demonstrate experience as a Trainer on OpenText – Physical Object	R	200		10	25.00%	5.70%
	Total Section:		**800**	**480**		**100%**	**22.79%**
	Requirements for the Project Manager **(1 person)**						
3.3.8.7	The Proponent should demonstrate post-secondary education IM/IT or PM	R	100		10	28.57%	2.85%
3.3.8.8	The Proponent should demonstrate Project Management designation	R	100		10	28.57%	2.85%
3.3.8.9	The Proponent should demonstrate experience using EDRM/OpenText Content Server/Livelink	R	50		5	14.29%	1.42%
3.3.8.10	The Proponent should demonstrate project management experience IM/IT projects	R	100		10	28.57%	2.85%
	Total Section:		**350**	**210**		**100%**	**9.97%**
	Requirements for Proponent						
3.3.9.6	The processes, methodologies and tools proposed by the Proponent to on-board the users should be	R	100		10	11.90%	2.85%
3.3.9.7	The implementation methodologies and processes that the Proponent is proposing integrates CMHC	R	90		10	10.71%	2.56%
3.3.9.8	The approaches proposed by the Proponent include all aspects of the project	R	50		5	5.95%	1.42%
3.3.9.9	The tools proposed by the Proponent to upload business unit's configuration during the	R	100		10	11.90%	2.85%
3.3.9.10	Support References - The Proponent should provide evidence of their ability and commitment	R	100		10	11.90%	2.85%
3.3.9.11	Escalation Steps Please describe your escalation procedures based on CMHC's requirements	R	100		10	11.90%	2.77%

		M/R	Weighted Points Available		Weights	% of total Section points	% of total Stream 2 points
3.3.9.12	Travel and living expenses The Proponent should agree to be bound by the	R	300		30	35.71%	8.55%
	Total Section:		**840**	**504**		**100%**	**23.93%**
	Grand Total Stream 2:		**3,510**	**2,106**			**100%**
	4.10 Pricing Proposal - Vendors Total Price		**2,340**				
	Grand Total of all points		**5,850**				

Stream 3		M/R	Weighted Points Available	Minimum Point Requirement	Weights	% of total Section points	% of total Stream 3 points
	Requirements for InfoShare Trainer & Training Developer (6 persons)						
3.4.6.5	The Proponent should demonstrate experience with creating/ maintaining/ reviewing training	R	600		10	25.00%	20.00%
3.4.6.6	The Proponent should demonstrate experience as a trainer on OpenText Livelink and/or Content Server	R	600		10	25.00%	20.00%
3.4.6.7	The Proponent should demonstrate experience as a Trainer on OpenText – Physical Object	R	600		10	25.00%	20.00%
3.4.6.7	The Proponent should demonstrate experience with creating/maintaining/reviewing training in	R	600		10	25.00%	20.00%
	Total Section:		**2400**	**2440**		**100%**	**80.00%**
	Requirements for Proponent						

3.4.7.6	The processes, methodologies and tools proposed by the Proponent to on-board the users should be	R	100		10	16.67%	3.33%
3.4.7.7	~~The implementation methodologies and processes that the Proponent is proposing integrates CMHC~~	R	0		0	0.00%	0.00%
3.4.7.8	~~The approaches proposed by the Proponent include all aspects of the project (business analysis,~~	R	0		0	0.00%	0.00%
3.4.7.9	~~The tools proposed by the Proponent to upload business unit's configuration during the~~	R	0		0	0.00%	0.00%
3.4.7.5	Support References - The Proponent should provide evidence of their ability and commitment to provide	R	100		10	16.67%	3.33%
3.4.7.6	Escalation Steps Please describe your escalation procedures based on CMHC's requirements below.	R	100		10	16.67%	3.33%
3.4.7.7	Travel and living expenses The Proponent should agree to be bound by the	R	300		30	50.00%	10.00%
	Total Section:		**600**	**360**		**100%**	**20.00%**
	Grand Total Stream 3:		**3,000**	**1,800**			**100%**

	4.10 Pricing Proposal - Vendors Total Price		**2,000**				

	Grand Total of all points		**5,000**				