

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions
- TPSGC
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St./11, rue Laurier
Gatineau
Québec
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.

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 Integrated Library System	
Solicitation No. - N° de l'invitation W7714-135812/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client W7714-135812	Date 2015-05-26
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-107-28855	
File No. - N° de dossier 107xl.W7714-135812	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-06-03	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Conn-Harbinson, Margo	Buyer Id - Id de l'acheteur 107xl
Telephone No. - N° de téléphone (819) 956-1114 ()	FAX No. - N° de FAX (819) 953-3703
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

**DEPARTMENT OF NATIONAL DEFENCE
DEFENCE RESEARCH AND DEVELOPMENT CANADA**

INTEGRATED LIBRARY INFORMATION MANAGEMENT SYSTEM (LIMS)

QUESTIONS FROM BIDDERS

Dated 26 May 2015

The purpose of this amendment is to inform the Bidders of their responsibility to request the associated electronic versions of certain Annexes, Appendices and Attachments to the COTS Integrated Library Information Management System (LIMS) Request for Proposal (RFP) and to respond to Bidder questions.

Upon receipt and study of the RFP Document, those Bidders who wish to provide a proposal based on the requirements and Terms and Conditions set forth in the RFP, must send a written request via email to the Contractual Authority for the referenced Annexes, Appendices and Attachments. The electronic versions of these Annexes, Appendices and Attachments will be forwarded via email attachment.

As a reminder, the Bidder is required to complete and return the appropriate Annexes, Appendices and Attachments as part of their proposal as detailed in the RFP Document.

To be completed and returned:

Part 7, Annex B	-	List of Deliverables and Services
Part 7, Annex C	-	Delivery/Milestone Schedule
Part 7, Annex D	-	Software License
Part 3, Attachment 3.1	-	Bid Submission Form
Part 4, Attachment 4.1	-	Bidder Response Form
Part 5, Attachment 5.1	-	Software Publisher Certification Form
Part 5, Attachment 5.2	-	Authorized Publisher Certification Form

Attachment 4.1 – BIDDER RESPONSE FORM

The Mandatory and Rated Technical Requirements have been listed in their entirety in Part 4, Attachment 4.1, Statement of Requirements, Bidder Response Form. These Mandatory and Rated Technical Requirements have been listed in machine readable format with space for the Bidder Response. This Attachment 4.1, Mandatory and Rated Requirements, Bidder Response Form, shall be forwarded electronically under separate cover, upon written request by the Bidder, and the Bidder shall use this as a response form to be included in their written proposal.

QUESTIONS:

The following questions were received from bidders. To ensure consistency and quality of information provided to Bidders, significant enquiries received and the replies to such enquiries will be provided simultaneously to all Bidders to whom the bid solicitation has been sent.

QUESTION 2:

We see mention to onsite work, etc. Will the DRDC libraries accept a cloud-based solution?

RESPONSE 2:

As per Part 7, Annex A, Section B – Statement of Work, paragraph 1.2 (Information Security and System Requirements): The Contractor's software must be installed on an internal Government of Canada (GoC) computer platform hosted by Shared Services Canada (SSC). The ILMS cannot be externally hosted.

QUESTION 3:

(A) What is the current ILS in place for these 6 locations? (B) Are they already using a common ILS?

RESPONSE 3 (A) :

As per Part 7, Annex A, Section A – Project Information, Part 3: *Statistical Summary, A: ILS currently in use:* (p.43)

- DRDC Toronto (ON): Bidder may request the software name and version for the purpose of preparing the technical and financial bid. This information will be sent under separate cover upon written request.
- DRDC CORA (ON)
DRDC Atlantic (NS)
DRDC Suffield (AB)
DRDC Valcartier (QC)
DRDC Ottawa (ON)

These locations use the same software but different versions. Bidders may request the software name and version for the purpose of preparing the technical and financial bid. This information will be sent under separate cover upon written request.

RESPONSE 3 (B):

No, the DRDC Library is not already using a common ILS. As per Part 7, Annex A, Section A – Project Information, paragraph, 1.1 (p.42) Introduction: Purpose of the Contract: "The centerpiece of the DRDC Library will be a single Integrated Library Management System (ILMS) to replace different systems currently in use at DRDC, and to be hosted out of the National Capital Region (NCR) for the entire agency."

QUESTION 4:

Regarding Part 7 - Annex B – List of Deliverables and Services

Why are the following items **only** listed for DRDC Ottawa, Ontario (Table A-1, Site 1) and not for the other sites?

Point 1.2 – Item 01 -- License

Point 1.6 – Item 05 – Software Maintenance and Support Services

RESPONSE 4:

The host site will be DRDC Ottawa and the license and the software maintenance and support is for the host site.

Bidders must be able to integrate the data and ensure the regions can connect properly to use the software from their location. License and maintenance must cover the agency (i.e. all the sites).

QUESTION 5:

The manner by which the RFP is constructed has caused us some pause. Does DND want one universal system managed from one site **or** six (6) stand alone network copies (e.g.: one at DND/Ottawa, one at Val Cartier, one at Atlantic, one in Toronto, one at Suffield and one at Cora) with a universal interface to pull the content and circulation together through a universal search? The reason we ask, in section 7 (pages 26 to 30) the RFP states implementation, configuration and training costs for each location. Section A-Project Information clearly states, (on Page 42), DND's objectives/goals *"a new single ILMS should be..."* and *"DRDC be recognized as having one national library with one entity ILMS to serve clients."* Again, we are just trying to ensure we all understand the vision. In simple terms:

- a) One central system used by all (no local copies, one server for all branches/entities),
or,
- b) One brand of ILS installed locally with an integrated web interface/discovery layer on top of each location's server to search all holdings to give a universal searching mechanism.

RESPONSE 5:

DND/DRDC requires a central system that is used by all locations (a). The vendor must be able to integrate content from existing locations. The final deliverable must be a fully integrated single LIMS for DRDC.

QUESTION 6:

Does DND plan to attach ebooks, media files to standard title records?

If yes, does it view the indexing of the attached files as mandatory?

RESPONSE 6:

In 2.6 (M), the system must have the capability of repeatable fields for URLs and be able to hyperlink to external websites and documents. Yes, this would include ebooks and media files. DND/DRDC wants to index the field (856) where hyperlinks are added. Indexing the attached files is not mandatory.

QUESTION 7:

Does the client have a date for go live in mind? If yes, please indicate date.

RESPONSE 7:

Final Acceptance Testing shall be determined at Time of Contract Issue. Post Contract Award, the Contractor must update their Draft Acceptance Plan and submit it to the Technical Authority and DRDC IT Security, prior to commencement of acceptance testing. The Technical Authority and DRDC IT Security shall, within 10 working days, either approve the plan or provide written comments to the Contractor requiring corrections. If corrections are required, the Contractor shall make such corrections and resubmit the plan to the Technical Authority and DRDC IT Security for approval. The Go-Live Date will be scheduled at a mutually agreed date between the Contractor and the Library as soon as possible following Acceptance. Based on the Final Acceptance Plan, the Go-Live date must be no later than 31 March 2016.

QUESTION 8:

What if a vendor is unable to do all but one (M) mandatory requirement? Should it not submit a bid at all?

RESPONSE 8:

Bids must meet all of the mandatory requirements to be compliant. Should a response be partially compliant, the Crown will assess the response to determine whether additional clarification is required. However, the decision to submit a bid is the vendor(s).

QUESTION 9:

Has this tender gone to bid before? If so, why wasn't it awarded previously?

RESPONSE 9:

The original RFP was issued on 14 July 2014 and closed 25 August 2014. No compliant bids were received and the decision to reissue the RFP was made by DND/DRDC.

QUESTION 10:

Regarding the OPAC: Does DND have any specifications on the look and feel of the OPAC or will it accept the application's generic User Interface (UX)? To be clear does DND expect the OPAC to look like <http://www.drdc-rddc.gc.ca/en/index.page> (the standard government web CSS/presentation)?

RESPONSE 10:

The interface must be customizable (see 3.4.5) but DND/DRDC does not expect the OPAC to have the look and feel of the DRDC internet site.

QUESTION 11:

Bilingual related questions:

- 11a) Could the client specify its expectations for bilingualisation of the ILS? For instance, does the client prefer a bilingual form (where the field label is bilingual) versus separate interfaces, e.g.: a separated English interface from a separated French interface?

Title/Titre: versus (English only form) Title: and (French only form) Titre:

- 11b) Should pick list (validated content) values be bilingual or separate as well. For instance (i. one hyphen/slashed value in a combo box or ii. two separate values):

i. Wood/Bois or ii. Bois
Wood

We have clients that have different views on bilingualisation including our CEO who is bilingual himself. It would be nice if DND could tell us its desired approach to bilingualisation of the interface.

- 11c) Does the client consider MARC tags as bilingual? E.g.: 245\$a ?

RESPONSE 11:

11 a) The requirement is a separate English and French interface.

11 b) The requirement is two separate values.

11 c) No.

QUESTION 12:

Pg. 45 (1.8) – What are the GOC backup procedures that a bidder must follow?

RESPONSE 12:

The agency follows standard IT practices. Bidders will not find anything out of the ordinary. DND follows department policies for backup procedures.

QUESTION 13:

Pg. 45 (1.9) – Please confirm that all hardware, Windows operating systems (O/S) and related PC elements, other than the DBMS & ILS applications are provided by the DRDC.

RESPONSE 13:

The Software must be installed on DRDC's server. All other related hardware, O/S and PC elements will be provided by DRDC. Should the Bidder wish to provide a list of other hardware or software that may be required with their solution, they must provide this information as part of the Financial Proposal in Annex B, Table D, Additional Cost Information.

QUESTION 14:

Pg.43 – There is mention of a UNIX file where circulation details/records are held.

- a) Can we assume that we can replace the UNIX file with our own patron management and architecture?
- b) Do the existing individual ILS site have the same patron/circ data?

RESPONSE 14:

- a) Yes.
- b) No.

QUESTION 15:

Pg 46 (1.14) DRDC owns the data. However, does that mean charging DRDC to export the data would be considered non-compliant? (Some systems charge to export data or require the client to buy a special module or services to extract the data.)

RESPONSE 15:

Charging DRDC to export the data would not be non-compliant. The vendor must provide the costs in the financial component of the bid. In Annex B, Table A-1 (Item 3) and Tables A-2 to A-6 (Item 2), the Bidder is to provide costing for all Work for Configuration, Conversion and Data Migration (current records), indexing, load and testing, up to and including successful completion of the System Acceptance as per approved plan. Should additional costs not included in Table A-1 (Item 3) and Tables A-2 to A-6 (Item 2) be applicable, the Bidder must provide this information in the Financial Proposal.

QUESTION 16:

Pg. 46 (1.15) - Toronto not in MARC currently, are we to convert them to MARC or will they still work in NON-Marc? Should there existing data try to be moved into MARC formatting?

RESPONSE 16:

Yes, the vendor is to convert and migrate existing data into MARC. Toronto will not continue to work in NON-Marc.

QUESTION 17:

Pg. 48 (3.2.10) – Please confirm whether the request for thesaurus integration like that mentioned from Université Laval...is an example or requirement? To be clear, does the client expect to have the RVM in the system or just to be able to have the capability to integrate any type of thesaurus, down the road? Should we be including the cost for the thesauri setup?

RESPONSE 17:

This is a rated requirement and this is an example. Should the Bidder consider that this may be of interest to DRDC at a later date, they should provide this information as part of the Financial Proposal in Annex B, Table D, Additional Cost Information.

QUESTION 18:

Pg. 52 (5.7) - The contract should be able to convert....it is a (M) mandatory requirement and it is difficult to promise that a) to h) could be converted without some caveat. The criteria even states "should be able"... so we just want to verify that DND is "understanding" that no vendor could say 100% infallibly without knowing if any customisations or perhaps some updates were not applied, etc ? It is a given that vendors must be able to convert (import/export) data. However, can DND confirm/guarantee that all of its current ILS data in place can be exported or provided to the successful vendor(s) in a universally defined format like comma delimited text or structured XML or MARC format, (understanding that Toronto is not in MARC)?

RESPONSE 18:

In 1.15 (M), the Contractor must perform the migration (and not expect DRDC to provide the data in a format they specify).

In 5.1, the Contractor must provide a Draft Implementation and Data Migration Plan with its proposal. This Draft Plan will be rated according to the criteria noted in the Bidder Response Form. It will be mandatory that the Bidder update the Draft Plan should they be chosen the winning Bidder.

QUESTION 19:

Also please clarify the exact address for bid receiving:

On the cover (Page 1) it states:

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

Solicitation No. - N° de l'invitation

W7714-135812/B

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

107x1

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

W7714-135812

File No. - N° du dossier

107x1W7714-135812

CCC No./N° CCC - FMS No/ N° VME

Bid Fax: (819) 997-9776

But on Page 6, Paragraph 2.1 it states:

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Bid Receiving Unit (BRU)

Public Works and Government Services Canada

11 Laurier St.

Place du Portage, Phase III

Core 0A1

Gatineau, Québec,

Canada

K1A 1C9

RESPONSE 19:

The address noted in Part 2 – Bidder Instructions, Section 2.0 – Submission of Bids, Paragraph 2.1 is the correct address for the submission of bids.