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Place du Portage, Phase III

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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 COMPUTERIZED MAINT. MANAGEMENT SYS.		
Solicitation No. - N° de l'invitation 21120-154688/A		Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 21120-154688		Date 2016-04-25
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-113-29957		
File No. - N° de dossier 113xl.21120-154688	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-05-12		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: Xu, Hong		Buyer Id - Id de l'acheteur 113xl
Telephone No. - N° de téléphone (873) 469-4651 ()		FAX No. - N° de FAX () -
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

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Solicitation Amendment 002

Purpose:

The amendment is issued:

- A) To respond to questions regarding the bid solicitation;
- B) To identify changes to the bid solicitation; and
- C) To extend the bid closing date to May 12, 2016.

(A) QUESTIONS AND ANSWERS

QUESTION 9.

The answer to Question 4 of Amendment 001 of Solicitation 21120-154688/A states "There is no requirement for mobile users". However, evaluation criteria MM-07 states "The Software Solution must enable, deliver and support the functionality of a Mobile App". Does this mean evaluation criteria MM-07 is no longer part of the requirements?

ANSWER 9.

There is no immediate requirement for mobile users. However, CSC requires that mobile functionality be available in the phases beyond the initial period. Therefore, MM-07 remains as a mandatory requirement.

QUESTION 10.

In section 1.2(b) on page 4, the RFP states "Canada has an initial requirement for a commercially available Licensed Software as a Service Hosted Technical Services & Facilities Maintenance Management Software Solution (the "Software Solution") for approximately 25 Client Users". However, item F-07 of the Evaluation Criteria in Appendix B states: "The Software Solution must enable, deliver and support the Software Solution's operation with all functionality for up to a total of 50 Users simultaneously, and must provide concurrency control so that only a single User can modify specific content at any one time in order to prevent data loss through system or operational conflict"

Section 1.2(b) states a requirement of 25 users whereas item F-07 states a requirement of 50 users. Please clarify the total numbers of users that will require access to the software.

ANSWER 10.

The 25 is the number of user licenses that CSC is committed to buy in the initial purchase upon signing the contract and the 50 is a functionality requirement for the number of users that can use the system (be online) at the same time.

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In fact, CSC has decided to change this functionality requirement and requires that all users must be able to operate with all functionalities simultaneously. F-07 has been changed to reflect this.

QUESTION 11.

There are 4 main costs for provision of a hosted software solution:

1. Annual fees for provision of the hosted software solution, technical support and IT support
2. Implementation fee to configure the software
3. Training fees
4. Travel expenses

The tables provided for Section II: Financial Bid appear to only cover cost for the annual fee and training services. In which table would you like us to include the implementation fee and the travel expenses?

ANSWER 11.

The costs of implementation/services must be rolled up into the licence pricing. For travel expenses, please refer to the RFP clause 6.9 (a) (iv) Travel and Living Expenses – National Joint Council Travel Directive.

The Basis of Payment in Annex B remains unchanged.

QUESTION 12.

Reference Section 1.5 Annex A - Statement of Requirements: There are a number of services being requested in the bid to be delivered in Phases 1 through 4.

Services include for example:

- meeting attendance
- project management
- configure profiles
- progress reports
- solution configuration

In the Pricing Section, there is no separate line item for these Costs of Services. As the Crown has laid out the pricing tables in Table 2, these costs are expected to be included in the Firm Annual Price Per User. Would the Crown consider having a separate table for the Statement of Requirement (Project Phase) Services Costs?

ANSWER 12.

No, please see Answer 11 above.

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QUESTION 13.

We understand that we need to calculate the cost for software and implementation (including all deliverables in “Annex A – Section 5”) as well as training cost and divided all that by users to arrive at a price per user for the proposed solution. Are we right?

ANSWER 13.

Please see Answer 11 above for the implementation/services cost.

Training cost is a separate table as per Annex B, TABLE 3 - Firm Price for Training Services on “As-and-When Requested” Basis on page 39 of the RFP.

QUESTION 14.

With respect to your answer to Question 2 of Amendment 001, the pricing can be highly variable depending on the number of users. So, for consistency between proposals, should we provide pricing based on

- a) Firm pricing based on 25 users with a per user pricing for additional users?
- b) Firm pricing based on 150 users with a per user pricing for additional users?
- c) Firm pricing based on 500 users?

ANSWER 14.

No, CSC requires a firm unit price and please refer to Answer 11 above.

QUESTION 15.

We understand that the Canada will not confirm a total or even a minimum of users. Are we right?

ANSWER 15.

CSC is committed to buy 25 User licenses upon signing the contract; and

CSC is committed to buy an additional 125 User licenses within the Initial Contract Period (one year).

QUESTION 16.

If we implement the solution for 20 users or 200 users, the basic costs and time for implementation will be pretty similar (the training will change). How should we split that per user if we don’t have the number of users you want?

ANSWER 16.

Please see Answer 15 above.

QUESTION 17.

Is Canada ready to engage us with a specific number of users? If yes, how many?

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ANSWER 17.

Please see Answer 15 above.

QUESTION 18.

Can we offer a decreasing cost for users based on the number of users?

ANSWER 18.

No, CSC requires a firm unit price and please refer to Answer 11 above.

QUESTION 19.

In Annex A, Section 1.3, "accessible with a web browser": does it mean that the use of the WEB tool of Citrix to see the solution through a web browser is an approved option?

ANSWER 19.

The solution must only be accessible via Internet Explorer (IE). Citrix is not permitted.

QUESTION 20.

How many requestors are required by CSC?

ANSWER 20.

As per Appendix A Definitions of the Annex A SOR, "Requestors of the services may be any employee, agent or contractor of the Client and can request work in the Software Solution via desktop portal." Therefore, all CSC employees (18,000 in 2014), agents or contractors could be requestors.

QUESTION 21.

How many users are required by CSC? Of the users, how many would be maintenance supervisors/leads and how many would be tradespersons/maintenance technicians.

ANSWER 21.

Please see Answer 15 above and Answer 2, Answer 3 of the Amendment 001.

QUESTION 22.

Can the Crown please elaborate and/or confirm the number/types of environments that will be required (e.g. production, test, development, UAT, pre-production etc) for the Service being requested?

ANSWER 22:

The types of environments needed are:

- Training used to train users
- Production

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QUESTION 23.

With respect to the following section:

Appendix D, EVALUATION CRITERIA, Part 1 Proponent Experience

1.1 Experience Requirements

E-01: The Contractor must have a minimum of 5 years experience in hosting a web-based maintenance management system for public or private organizations, including at least 500 buildings of different usages located over a widespread area Bidders must provide the following details as to how the stated experience was obtained:

1. Name of the client and contact information;
2. The total number of years of experience performing the above mentioned;
3. The start and end dates of the assignment(s);
4. Details about the work performed by the proposed resource on the assignment(s) including deliverables;
5. A professional reference that can attest the proposed resource's experience.

The proposed resource's experience must have been acquired in the past 15 years prior to date of bid closing.

Our Cloud Delivery Services (CDS) does not track the number of buildings of our clients. The emphasis of sizing is tied to the number of concurrent users on the system, number of assets, number of work orders processed, level of reporting etc. Having made inquiries with clients, they were not able to tell how many buildings they had, as they focus on tracking the assets in the buildings.

We would like to propose to the Crown that we provide other characteristics that illustrate CDS experience as it relates to a customer and demonstrates our capabilities. Can you please confirm if this is acceptable in responding to this section?

ANSWER 23:

No, this is not acceptable.

QUESTION 24.

Relative to the Bid Requirements as stated in Section 1 of Annex A, Statement of Requirement for a CMMS Solution, we would like to ask the following questions to provide us with more insight on scope and pricing associated to the proposed solution.

The Crown states 50 users simultaneously. Can you please provide the geographical distribution of the users and the number of users per site? Also, please specify if in a different time zone.

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ANSWER 24:

CSC has decided to change this functionality requirement and requires that all users must be able to operate with all functionalities simultaneously. F-07 has been changed to reflect this.

We have attached an estimated number of Users per site.

Yes, the Users can be in different time zones.

QUESTION 25.

In Appendix D, Part 2 Technical Specifications, we do not see any information related to specific integrations into other systems. Can the Crown please list all integrations including name of system being integrated, method of integration, if using a standard integration framework, VPN and any other? Further, are these systems restricted and unable to connect to a 3rd party hosting center or have other special security requirements that need to be considered?

ANSWER 25:

The CMMS Solution does not integrate with any other systems.

QUESTION 26.

Can the Crown please advise on the following related to Disaster Recovery: What Recovery Time Objective (RTO) is required? (Time between disaster and full recovery to recovery site).

ANSWER 26:

Please see Item SL-02 in Annex A SOR: 24 hours.

QUESTION 27:

What Recovery Point Objective (RPO) is required? (Amount of data which could be lost).

ANSWER 27:

Please see Item SL-02 in Annex A SOR: 24 hours of data.

QUESTION 28:

Further to the Crown's response found in Amendment #1, reference:

“QUESTION 2.

Can you specify the total number of users of the system?

ANSWER 2.

The total estimated number of users is as follows: 25 initially, a total of 150 at 6 months, and possibly 350 later; for a total 500 users maximum during the life of the solution.

QUESTION 3.

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Can you break the users down by role? Example: Management, IT, Maintenance Staff, etc. To clarify, I'm asking about CSC users (not requestors). How many of the CSC users would be trades people/technicians, managers, supervisors, planners, schedulers, IT.

ANSWER 3.

Six Users will be CSC Regional Administrators and the remainder will be various Users.”

This information provided only helps somewhat given our Licensing Model includes various Licensing types such as Authorized and Concurrent Users. Can the Crown please elaborate on how the growth of users (150-350 within 6 months+ and 500 users maximum) will span across the various Option years 1-4? i.e. What number of users will be required for growth in which year and what type of Users they will be?

Further, Would the Crown consider breaking out the users further by Type for the Total Price/User in the pricing Tables? The current format makes it very difficult to provide an accurate price to scale to the growth requirements.

ANSWER 28.

At this time, CSC cannot further estimate how the required growth will span through the contract and option periods.

CSC requires only one type of license: User license.

QUESTION 29:

Section 10 of the Statement of Requirements sets out a number of Contractor requirements for providing a National Database for the Software Solution. However, the Resulting Contract Clauses appears not to contain clauses pertaining specifically to, for examples, software and data storage on the Database, management of Database hardware, and customer access to and retrieval of data stored in the Database - clauses a bidder would expect to find in any contract dealing with what are often referred to as cloud services. Are such clauses actually set out in the Resulting Contract Clauses? If such clauses are not set out in the Resulting Contract Clauses, is a potential bidder expected or permitted, pursuant to Section 4.2(h) of the RFP, to propose such clauses as "additional software use terms" in its proposal?

ANSWER 29.

Yes and please see Section 4.2(h) Consideration of Additional Software Use Terms included in Top-Ranked Bid of the RFP.

QUESTION 30:

Section 6.24, Limitation of Liability - Information Management/Information Technology, makes the software vendor fully liable for all damages. This goes against our (as well as most software vendors) standard license agreement. Can this be amended?

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ANSWER 30.

No, Section 6.24, Limitation of Liability - Information Management/Information Technology is our standard clause and cannot be amended.

QUESTION 31:

Canada's obligation to maintain "adequate backup" in Section 6.24(b)(vi) of the Article of Agreement is insufficient and creates the potential for enormous financial risk for the Contractor. Thus the Contractor is unable to assess in any meaningful way the financial risk associated with restoring lost data. The more frequently the records and data are backed up by the Contractor and shared with Canada, then obviously the financial risk associated with restoring those records and days decreases accordingly. If Canada's most recent back-up does not align with current environment and system configuration, it is possible for the Contractor to incur enormous expense in restoring lost data. In view of the foregoing, would CSC be prepared to add the following sentence to Section 6.24(b) (vi): "Notwithstanding the foregoing, Canada agrees that the Contractor may, at its own expense, restore Canada's records and data using a current back-up kept by the Contractor."

ANSWER 31.

CSC's requirement for Retention of Backup Data is 31 days. The Software Solution must be backed up to meet a Recovery Point Objective (RPO) of 24 hours and be able to be restored to meet a Recovery Time Objection (RTO) of 24 hours.

QUESTION 32:

Section 6.35(e). Given the Contractor's financial risk associated with an unspecified backup period for Canada's backup of its record and data under Section 6.24(b) (vi), it is not clear why the Contractor's obligation to restore under Section 6.35(e) should not also be subject to the same limitation of liability.

Therefore, the question is whether Canada would be prepared to add the same limitation of liability that applies to Section 6.35(d) to Section 6.35(e) and amend that provision as follows:

(e) subject to Section 6.23 Limitation of Liability - Information Management/Information Technology, be responsible for recreating lost Data in the manner and on the schedule set by Canada without charge to Canada; and,

ANSWER 32.

Please see Answer 31 above.

(B) CHANGES

CHANGE 1

On Page 32 of the RFP, under 6.26 (f)

Delete the abbreviation of "ASMSS";

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Replace with "HTSFMMSS".

CHANGE 2

On Page 34 of the RFP, under 6.35 (d)

Delete the number of "6.23";

Replace with "6.24".

CHANGE 3

In Annex A Statement of Requirements, Appendix D Evaluation Criteria, Part 2 - Technical Specifications,
2.1 System Functional Requirements

Delete: F-07 in its entirety;

Replace with the following new F-07:

"The Software Solution must enable, deliver and support the Software Solution's operation with all functionality for all Users simultaneously, and must provide concurrency control so that only a single User can modify specific content at any one time in order to prevent data loss through system or operational conflict."

CHANGE 4

In Annex A Statement of Requirements,

Insert Appendix E Estimated Number of Users Per Site as attached.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

Appendix E - Estimated list of Users per Site

No.	Organizational Name	Location	Estimated No. of Users
1	National Headquarters (NHQ)	Ottawa, ON	2
2	Atlantic Regional Headquarters (RHQ Atlantic)	Moncton, NB	2
3	Dorchester/Westmorland	Dorchester, NB	7
4	Springhill	Springhill, NB	6
5	Nova	Truro, NS	1
6	Atlantic	Renous, NB	4
7	Carlton Community Correctional Centre	Halifax, NS	1
8	Parrrtown Community Correctional Centre	St John, NB	1
9	St. John's Community Correctional Centre	St. John's, NL	1
10	Quebec Regional Headquarters (RHQ Quebec)	Laval, QC	2
11	Port-Cartier	Port-Cartier, QC	4
12	Donnacona	Donnacona, QC	4
13	Leclerc/Montee St-Francois/FTC	Laval, QC	6
14	Ste-Anne-des-Plaines /RMHC/RRC	Ste-Anne-des-Plaines, QC	6
15	Cowansville	Cowansville, QC	5
16	Drummond	Drummondville, QC	3
17	La Macaza	La Macaza, QC	6
18	Joliette	Joliette, QC	3
19	Ontario Regional Headquarters (RHQ Ontario)	Kingston, ON	2
20	Frontenac /Collins Bay/Joyceville/Pittsburgh/RTC/Kingston	Kingston, ON	14
21	Beaver Creek/Fenbrook	Gravenhurst, ON	4
22	Bath/Millhaven	Bath, ON	8
23	Warkworth	Cambellford, ON	3
24	Grand Valley	Kitchener, ON	2
25	Prairies Regional Headquarters (RHQ Prairies)	Saskatoon, SK	2
26	Grierson/Edmonton/EIFW	Edmonton, AB	6
27	Bowden/Bowden Annex	Innisfail, AB	4
28	Drumheller/Drumheller Annex	Drumheller, AB	4
29	Grande Cache	Grand Cache, AB	2
30	Stony Mountain	Stony Mountain, MB	5
31	Saskatchewan	Prince Albert, SK	6
32	RSC	Saskatoon, SK	2
33	Okimaw Ohci	Maple Creek, SK	1
34	Willow Cree	Duck Lake, SK	1
35	Pe Sakastew	Hobbema, SK	1
36	Pacific Regional Headquarters (RHQ Pacific)	Abbotsford, BC	2
37	Ferndale/Mission	Mission, BC	4
38	Mountain/Kent	Agassiz, BC	4
39	William Head	William Head, BC	2
40	Matsqui/FVI/Pacific/RTC	Abbotsford, BC	6
41	Kwikwexwelhp	Harrison Mills, BC	1
TOTAL			150