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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

Miscellaneous Special Projects Division (XN)/Division
des projets spéciaux divers (XN)
Canadian Building
219 Laurier Ave. West, 13th Floor
Room 13077
Ottawa
Ontario
K1A 0S5

Title - Sujet e-Procurement Solution (EPS)	
Solicitation No. - N° de l'invitation EN578-131350/H	Amendment No. - N° modif. 015
Client Reference No. - N° de référence du client 20131350	Date 2016-07-15
GETS Reference No. - N° de référence de SEAG PW-\$\$XN-111-30112	
File No. - N° de dossier 111xn.EN578-131350	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-08-10	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: Thauvette, Maxime	Buyer Id - Id de l'acheteur 111xn
Telephone No. - N° de téléphone (819) 420-2201 ()	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

Request for Proposal (RFP)**Solicitation Amendment: 015****Purpose:**

The purpose of this amendment is to amend the Request for Proposals (RFP) and provide answers to questions received with regards to this RFP.

(A) CHANGES**CHANGE: 92**

At section 7.19.2 of the RFP,

DELETE:

As long as the Contractor at all times observes the confidentiality provisions of the Contract, the Contractor will be entitled to use that intellectual property for whatever purposes it sees fit, including in the services it provides to its other customers, on the condition that Canada also has the perpetual right to use that intellectual property for its own business purposes at no additional cost.

INSERT:

As long as the Contractor at all times observes the confidentiality provisions of the Contract, the Contractor will be entitled to use that intellectual property for whatever purposes it sees fit, including in the services it provides to its other customers, on the condition that Canada also has the right to use that intellectual property for its own business purposes at no additional cost, during the entire Term of the Contract.

CHANGE: 93

At Annex 1, section 4.3.2.4,

DELETE: GC is in the process of implementing a universal application bus, known as Enterprise Service Bus (ESB), that will become the new interface standard. The new service bus will be standardized on Oracle ESB technology platform, including its Business Process Management (BPM) solutions.

INSERT: GC is in the process of implementing a universal application bus, known as Enterprise Service Bus (ESB), that will become the new interface standard. The new service bus will be standardized on Oracle ESB technology platform, including its Business Process Management (BPM) solutions. While the EPS must be interoperable with GC data sources through the GC ESB solution, Canada, at its own discretion and if it sees fit, may consider, during the Term of the Contract, other potential solutions for interoperability between the EPS and GC systems.

CHANGE: 94

At Annex 1, section 5.6.3 *Service Desk Structure*,

DELETE: The Contractor must provide a shared service desk environment to the GC, including access to a service desk application and all configuration and support required to maintain the service desk, to allow the Contractor and the GC to jointly manage service and support inquiries. The service desk application must have the ability to integrate or interface with the GC's service desk application.

INSERT: The Contractor must provide a shared service desk application to the GC, including access to a service desk application and all configuration and support required to maintain the service desk, to allow the Contractor and the GC to jointly manage service and support inquiries. The service desk application must be a web based tool and have the ability to integrate and interface with the GC's service desk application.

CHANGE: 95

At section 7.5.2 *Privacy and Personal Information* of the RFP, delete all references to "Annex C" and replace with:

Annex 4 - Security Requirements Check List (SRCL) and Security Classification Guide (SCG)

(B) QUESTIONS**QUESTION: 332**

Re: Suppliers' and Government' Data

Did the crown has done a survey of its existing pool of Canadian and foreign suppliers under the various GSINs and its pool of clients and have received their legal consent? Please confirm that this has already taken place as any future changes will have a negative impact on our financial response and the readiness of our solution.

ANSWER: 332

In accordance with the Privacy Act, new consent is not required where use or disclosure is for a purpose that is consistent with the original purpose of the collection. Canada is of the opinion that as the information in EPS will be used for the same purpose it was originally collected, additional consent for the transfer is not required.

In addition, and in accordance with section 7.5.2 d) *Collection of Personal Information*, if the Contractor must collect Personal Information from a third party to perform the Work, the Contractor must inform that individual at or before the time it collects the Personal Information and obtain their consent.

QUESTION: 333

Section related to security -- Item (g) - Industry Standards (page 33)

Could the crown provide the location where we will be able to locate the information that are being referred herein such as the list of industry standards that we must adhere within our response to remain compliant?

ANSWER: 333

Canada does not regulate nor maintain an exhaustive list of industry standards. The Contractor must apply the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced contractor engaged in activities of a similar scope and complexity to those that are the subject of this Contract and under the same or similar circumstances, where such contractor is seeking to comply with its contractual obligations and all applicable Law and Regulatory Requirements.

QUESTION: 334

Annex 1, Section 1.2.4 states "*The EPS must provide the functionalities that allow GC Users to establish the resulting agreement(s) with qualified Supplier(s), either for inclusion in an existing e-Catalogue, creation of a new e-Catalogue or a one-off-contract.*" Do all Purchase Orders need to be associated with Contracts or should the solution support one-off-transactions that are not related to a Contract?

ANSWER: 334

No, all Purchase Orders do not have to be associated with Contracts, as per the RFP glossary definition, "a Purchase Order is a contract type that includes all the terms and conditions, which is typically used for low dollar value procurements that are not a result of a Solicitation or a Catalogue" in comparison to an Order, which is defined as "a purchase issued against a Method of Supply in accordance with the applicable terms and conditions".

Based on the answer above, yes, the solution must support one-off-transactions that are not related to a Contract.

QUESTION: 335

Regarding requirement Int.13, please provide details on what part of EPS would Supplier's corporate rating data be used (e.g. is it part of a Supplier's profile, is it part of a Sourcing event evaluation?).

ANSWER: 335

Supplier's corporate rating data will be saved under suppliers' profiles and could be used during various procurement steps, including but not limited to, evaluation of bids or ordering through catalogs.

QUESTION: 336

Regarding Section 7.19.2 (page 62 of 405), we have a concern with regards to this clause where it is stating that Canada has the perpetual right to use the Contractor's intellectual property. We do not believe this to be industry standard, especially in a SaaS business model. We are also concern of the impact to a vendor's value of its intellectual property. Therefore, we kindly request that this clause be removed.

ANSWER: 336

Please see revisions to section 7.19.2 in the "Changes" section of this RFP amendment.

QUESTION: 337

The Optional Services identified in Section 7.2 of Annex 1 are not being rated and therefore does not enable PWGSC to evaluate the offered optional services. Could PWGSC revise the optional services section to provide the means for rated assessment of optional services?

ANSWER: 337

Optional Work described in section 7.2 and 7.3.1 of *Annex 1 – Statement of Work* is still part of the Statement of Work even though it is categorized as optional at Canada's discretion. Therefore, Bidders should address Optional Work where appropriate in the technical criteria (such as, for example, technical evaluation criteria R2.1) to allow Canada to fully assess the Bidder's proposal against the relevant criteria.

However, Bidders do not need to include their approach related to the Optional Work described in sections 7.1 and 7.3.2 of *Annex 1 – Statement of Work* as part of their technical proposal.

QUESTION: 338

Does the contractor need to provide a new BI/BW Tool for EPS, or can contractor use SAP Business Object as Government Furnished Equipment. If so, how should it be priced?

ANSWER: 338

The Contractor's EPS must provide the functionalities described in section 3.8 – SECTION G – BUSINESS INTELLIGENCE. As such, a separate BI tool should not be required. Canada will not make GC BI/BW tools available as government furnished equipment.

QUESTION: 339

What EPS master data need to be sourced from backend ERP system, including 17 SAP instances, 5 Oracle, and multiple legacy systems? What are the deduplication, transformation, and cleansing requirements?

ANSWER: 339

In accordance with the revised section 6.8.1.2 *Transition-In Delivery* as per change #76 from Amendment #013, during Transition-In, the Contractor must propose a business model (or capability model) and a data model. The data model must describe what systems master data will be sourced from and how data will be deduplicated, transformed, and cleansed between systems.

QUESTION: 340

For initial data setup and data migration (master data, catalogs, contracts, etc.) for EPS, can we assume the data will be provided by GC in formats based on EPS' data templates, and will be in good quality?

ANSWER: 340

Yes, GC will provide the data in formats based on EPS' data templates. Canada will make best efforts to cleanse and normalize data in advance of import into EPS, however additional services may be required from the Contractor to support the cleansing of data prior to migration and these services will be initiated in accordance with 7.1.2 *Additional Change Management and Business Transition Support Services*.

QUESTION: 341

If better/out-of-the-box integration between EPS and ERP backends can be achieved, is GC open for a different integration tool other than Oracle ESB?

ANSWER: 341

While the EPS must be interoperable with the DFMSs through the GC ESB solution, Canada, at its own discretion and if it sees fit, may consider, during the Term of the Contract, other potential solutions from the Contractor for interoperability between EPS and DFMSs. Please see "Changes" section of this RFP amendment.

QUESTION: 342

Could PWGSC confirm the support hours for non-production environments such as Test, UAT, Training? Is it PWGSC's expectation that all support (which includes treatment of tickets and maintenance activities in addition to Service Desk support) be aligned with the 07:00 to 19:00 hrs as stated in Amendment 8 for all environments including non-production environments?

ANSWER: 342

Yes, Canada confirms that the support hours are for all environments including non-production.

QUESTION: 343

For Service Desk, is it required that the EPS service desk uses GC's computer and/or GC computer image?

ANSWER: 343

The shared service desk application must be a web based tool accessible through GC devices. Canada will be responsible for ensuring that the GC's computer image allows for access to web based tools.

QUESTION: 344

For Service Desk, we believe it is required that the EPS service desk have access to GC's back office system, such as SAP ECC or Oracle system. If so, how should the Service Desk access these systems, via VPN, Citrix, etc.? Will GC supply the software tools required for this access?

ANSWER: 344

The Contractor's EPS Service Desk will not be required to access GC's back office systems. In accordance with Part 5, section 5.6.3 Service Desk Structure of the SOW, the Contractor's EPS Service Desk will be responsible for EPS Technical related Incidents only. If the Incident relates to a GC system the GC service desk support will be responsible for handling the Incident.

QUESTION: 345

For Service Desk, on-premise tools may need to be installed to support service desk operations, such as ticketing tools. As long as overall SLA is met, does GC have special requirements regarding High Availability, Back Up, Disaster Recovery for these service desk tools?

ANSWER: 345

The Contractor must provide a web based shared service desk tool. The Contractor will not be required to install on-premise support tools. There are no special requirements regarding High Availability, Back Up, Disaster Recovery for the service desk tool. Furthermore, please refer to the answer to question #343.

QUESTION: 346

For EPS Service Desk, is there any requirement to integrate EPS Service Desk with existing GC's service desk, such as IVR call forwarding, ticket dispatching and re-assignment, etc.?

ANSWER: 346

Please refer to the answer to question #231.

QUESTION: 347

Related to all portal requirements in the RFP and amendments, is it acceptable that external users (suppliers) need to register and log in before seeing opportunities published by the Government of Canada?

ANSWER: 347

In accordance with 3.3.2.8 *Open Tender Data of the SoW*, GETS must be an open service which can be accessed anonymously without the need to register. As such, external users (suppliers) must be able to view tender notices without registering and logging in to EPS. However, as clarified in the answer to question #62 in Amendment #008, Suppliers would need to register and be authenticated on GETS to submit a response to a bid solicitation.

QUESTION: 348

Section 7.5.2 of the RFP makes reference to an Annex C (p.37 and p.39). Can the Crown please provide Annex C?

ANSWER: 348

"Annex C" should read "Annex 4 - Security Requirements Check List (SRCL) and Security Classification Guide (SCG)". Please see the "Changes" section of this RFP amendment for the correction.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.