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**Bid Receiving - PWGSC / Réception des  
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**Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
11 Laurier St./11, rue Laurier  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776**

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

**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

|  |  |   |
|--|--|---|
| <b>Title - Sujet</b><br>MSDS DOCUMENT MANAGEMENT SYSTEM  |  |   |
| <b>Solicitation No. - N° de l'invitation</b><br>6D063-150661/A   |  | <b>Date</b><br>2016-08-11   |
| <b>Client Reference No. - N° de référence du client</b><br>6D063-150661  |  | <b>GETS Ref. No. - N° de réf. de SEAG</b><br>PW-\$\$XL-127-30400          |
| <b>File No. - N° de dossier</b><br>127xl.6D063-150661  | <b>CCC No./N° CCC - FMS No./N° VME</b> |   |
| <b>Solicitation Closes - L'invitation prend fin<br/>at - à 02:00 PM<br/>on - le 2016-08-29</b>   |  | <b>Time Zone</b><br>Fuseau horaire<br>Eastern Daylight Saving<br>Time EDT |
| <b>F.O.B. - F.A.B.</b><br><b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>   |  |   |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Flemming, Brock   |  | <b>Buyer Id - Id de l'acheteur</b><br>127xl                               |
| <b>Telephone No. - N° de téléphone</b><br>(873) 469-4653 ( )   |  | <b>FAX No. - N° de FAX</b><br>( ) -                                       |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b><br>PUBLIC HEALTH AGENCY OF CANADA<br>1015 ARLINGTON ST<br>WINNIPEG<br>Manitoba<br>R3E3P6<br>Canada |  |   |

**Instructions: See Herein**

**Instructions: Voir aux présentes**

|  |  |
|--|--|
| <b>Delivery Required - Livraison exigée</b><br>See Herein  | <b>Delivery Offered - Livraison proposée</b> |
| <b>Vendor/Firm Name and Address</b><br><b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   |  |
| <b>Telephone No. - N° de téléphone</b><br><b>Facsimile No. - N° de télécopieur</b>   |  |
| <b>Name and title of person authorized to sign on behalf of Vendor/Firm</b><br><b>(type or print)</b><br><b>Nom et titre de la personne autorisée à signer au nom du fournisseur/<br/>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b> |  |
| <b>Signature</b>   | <b>Date</b>                                  |

**REQUEST FOR INFORMATION REGARDING  
HOSTED MATERIAL SAFETY DATA SHEET DOCUMENT MANAGEMENT  
SYSTEM (MSDS)  
FOR  
PUBLIC HEALTH AGENCY OF CANADA (PHAC)**

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**REQUEST FOR INFORMATION REGARDING  
HOSTED MATERIAL SAFETY DATA SHEET DOCUMENT MANAGEMENT  
SYSTEM (MSDS)  
FOR  
PUBLIC HEALTH AGENCY OF CANADA (PHAC)**

**1) Background and Purpose of this Request for Information (RFI)**

The Government of Canada is seeking information from Industry with respect to this requirement for a Hosted Material Safety Data Sheet Document Management System (MSDS) Solution.

**2) Nature of Request for Information**

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

**3) Nature and Format of Responses Requested**

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

**4) Response Costs**

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

**5) Treatment of Responses**

- a) Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- b) Review Team: A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.

- 
- d) Follow-up Activity: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

## 6) Contents of this RFI

- a) This RFI contains a Statement of Requirements. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.
- b) This RFI also contains specific questions addressed to the industry.

## 7) Question to Industry

1. What kind of cost structure could we expect for a system outlined in the RFI?
2. Can your company meet the SOR and provide a hosted MSDS solution to PHAC?
3. Is it feasible to receive an excel spreadsheet from us as generated by our inventory system and provide in return a hyperlink to an MSDS document in the Vendor's system?
  - If yes; what kind of turn-around time would we be looking at?
  - Can you flag the items found and not found?
  - If No, is there an alternative method that might achieve the same result?
4. Is it feasible to provide a spreadsheet on a monthly basis with a request to archive active MSDS documents for those items no longer present in the lab?
5. Do you have the ability to allow clients to create their own limited read access accounts without the intervention of a local administrator?
6. Archival process, does it maintain the Meta data associated with the original document?
7. What kind of licensing model can we expect for a system as outlined in this RFI?
8. Are there any requirements in this document your company cannot meet? If so why?

## 8) Volumetric Data

The volumetric data is being provided to respondents purely for information purposes. Although it represents the best information currently available to PWGSC, Canada does not guarantee that the data is complete or free from error.

## 9) Format of Responses

- a) Cover Page: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
  - i) the title of the respondent's response and the volume number;
  - ii) the name and address of the respondent;
  - iii) the name, address and telephone number of the respondent's contact;
  - iv) the date; and

- 
- v) the RFI number.
  - c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
  - d) **Number of Copies:** Canada requests that respondents submit 1 copy of their responses.

## 10) Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Brock Flemming  
E-mail Address: brock.flemming@pwgsc.gc.ca  
Telephone: (873) 469-4653

## 11) Submission of Responses

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should deliver it to the Contracting Authority identified above by the time and date indicated on page 1 of this document.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- c) **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

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## Annex A



## Annex A

### Request for Information

#### Hosted Material Safety Data Sheet Document

#### Management System



Public Health Agency of Canada

Canadian Science Centre for Human and Animal Health

Real Property Safety Security Division

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# **Hosted Material Safety Data Sheet Management System (MSDS) For Public Health Agency of Canada (PHAC) Real Property Safety and Security Division (RPSSD)**

## **Mission Statement**

To provide access to the highest quality of the most current and accurate safety related information for all chemicals in use or stored in our workspace.

## **Mandate**

The mandate for this project is to provide an up to date online MSDS document library for three PHAC buildings located in Winnipeg, Manitoba.

## **Vision**

To create a single consistent point of entry for management of chemical inventories while remaining in compliance with various federal and provincial legislations.

## **Statement of Requirement**

This Statement of Requirement is for the acquisition, configuration and deployment of a new Material Safety Data Sheet (MSDS) Document Management System and for PHAC to be used at three buildings.

## **Goals**

To find a hosted MSDS Solution that would:

- Reduce the amount of time and resources required to manage and administer the MSDS Document Management System.
- Provide a hyperlink in the Inventory System that will open an MSDS document specific to that inventory record.
- Automatically update the MSDS Record at a minimum, every three (3) years in accordance with Canadian Laws and Regulations.
- Must be consistent with new legislation and compliance requirements for Canadian implementation of GHS (Globally Harmonized System of Classification). Please refer to section 2.1 for more information.
- Provide access to an up to date MSDS document from within our inventory system for internal clients of the PHAC working in our facilities.
- Provide access to a client managed MSDS document Management System for external clients of PHAC working in our facilities.

## **About Facility and Property Management Division (FPMD)**

The department (FPMD) has the unique responsibility of providing maintenance and support services necessary to operate the Canadian Science Centre for Human and Animal Health. The

responsibilities include building maintenance, operations, safety and security. The building is a research facility where many different chemicals, pathogens, and gasses are used, handled and stored, and we are required (by law) to provide MSDS documents for these materials.

## Technical User Environment

### Technical Standards

Network Environment:

Windows Server 2008 R2,

**Front End Inventory System:**

LabWare Laboratory Information Management System v6

**Web Services:**

Microsoft IIS is available

**Local Area Network:**

Ethernet-based architecture

TCP/IP-based communication

100 Mps data transfer rate from workstation to server

Gigabit transfer rates among servers

**Workstations**

Windows 7 Pro 64 Bit

**Browser:**

Internet Explorer 10.0 or better

Google Chrome 46 or better

MS Office Suite 2010 (on most systems)

**Printers:**

Networked Printers

### Project Environment

There are two projects being run in parallel, the first one being developed in house using LabWare (LIMS: Laboratory Information Management System) is an inventory system that will be responsible for maintaining an inventory of where chemicals stored and used in our facilities. The second project will be responsible for the acquisition of a system to retrieve and provide access to Material Safety Data Sheets for those items tracked in the inventory system. The two systems are being developed in parallel and will not be electronically connected at this time. Communication between the MSDS system and the LIMS Inventory management system will be handled via email with an excel spreadsheet attachment containing data.

There are three types of clients that will need to be considered:

Internal clients, that are employees of the Public Health Agency of Canada (PHAC),

External clients which are employees of the Canadian Food Inspection Agency (CFIA).

Private Contractors that are in the building every day doing various kinds of work for the federal government.

### Internal Clients

PHAC employees have access to the networks that utilize the Laboratory Information Management System (LIMS) and therefore will be considered Internal Clients. We are looking for an MSDS system that will be able to accept on a weekly basis an excel spreadsheet generated by the inventory system of products with the following identifiers:

- LIMS identifier
- Manufacturer/Supplier

- Chemical trade Name
- Product ID

The successful vendor would then source the MSDS for us and add a hyperlink to a column for the corresponding product and then return the spreadsheet with the hyperlink to the corresponding record to us via email. By this method we intend to control the number of MSDS documents that we have to manage from the inventory level in LIMS.

### **External Clients**

CFIA Employees do not have access to PHAC networks and by extension will not be able to take advantage of the LIMS inventory system currently under development and therefore are considered External Clients. They do have access to the internet and will benefit from an MSDS management system where they can directly enter what products they store in their laboratories and storage rooms.

### **Independent Contractors**

Private Independent Contractors are not given access to any government networks or even the internet, and therefore will have to utilize a paper copy of the MSDS that is generated on demand by any future MSDS management system to be stored in our physical MSDS Library. Please see the graphic in Appendices A, B, C for a graphical illustration.

## **1. Requirements Definition**

Deliverables for a Hosted License Software Subscription Service (HLSSS) to be provided as part of web based MSDS Document Management:

- 1.1. Delivery of a functioning Web Application or Software Service to supply MSDS documents on demand.
- 1.2. Development of an implementation and training plan.
- 1.3. Training: System Administrator and staff, including training documentation.
- 1.4. Full system implementation to include, but not be limited to:
  - 1.4.1. Data mapping and conversion.
  - 1.4.2. Data migration, indexing and loading.
  - 1.4.3. Customization and configuration of the proposed HLSSS solution for the CSCHAH.
  - 1.4.4. Testing.
  - 1.4.5. Final system acceptance.
- 1.5. Software maintenance and support services, including upgrades and enhancements for a period of five (5) years from date of final system acceptance.
- 1.6. Other optional vendor products/services, if required.
- 1.7. All data supplied by the Crown remains the property of Crown.

## **2. Mandatory Requirements**

### **2.1. Legal Certification**

Note: The successful vendor must have a solution that respects all aspects of Canadian Legislation; but in particular please note specific references in legislation for a three(3) year update cycle for MSDS Documents, as stipulated in the Canada Occupational Health and Safety

Regulations part 10.32 (2) (governed by the Canada Labour Code Part II) Hazardous Products Act.

- 2.1.1. Canada Labour Code Part II.
- 2.1.2. Canada Occupational Health and Safety Regulations Part X Hazardous Substances.
- 2.1.3. Controlled Products Regulations.
- 2.1.4. WHMIS prior to 2015 and future GHS implementation post 2015.

## **2.2. Hosted License Software Subscription Service (HLSSS) Characteristics**

- 2.2.1. Must have a Client self- managed web application.
- 2.2.2. Must be web based.
- 2.2.3. Must have local network deployable backups done on a monthly basis.
- 2.2.4. There must be the ability to export backups to an external media such as CDR or DVD in a reviewable searchable format.
- 2.2.5. Ability for individual Departmental back up to external media by clients in a reviewable, searchable format.
- 2.2.6. Any new system considered must be able to link to an existing LIMS chemical inventory management under development using our existing LabWare technology. It will need to take four (4) columns of data supplied to them in a Microsoft Excel (2010) spread sheet, and return that spreadsheet with a link to an MSDS document.
- 2.2.7. The system must be compatible with CSCHAH technical standards and environment as outlined in Technical User Environment's section at the beginning of this document.
- 2.2.8. Security mechanisms must be available to control access to systems, functions and sub-functions.
- 2.2.9. The system must be able to adequately support the size of the CSCHAH's MSDS Document Library of over 7000 documents, and provide capacity for growth and expansion for the next five (5) years, including the ability to support multiple sites/locations.
- 2.2.10. The system must provide the ability to push/pull data from other software applications like Microsoft Excel 2010.
- 2.2.11. The system must allow the clients to print a hardcopy of an MSDS to a networked printer.

## **2.3. Functional Requirements (F) / Performance (P)**

- 2.3.1. (F) Must automatically update to the newest MSDS available and archive obsolete one.
- 2.3.2. (P) The library must be at a minimum 90 % up to date with respect to Canadian Legislation (MSDS Documents must be reviewed every three (3) years)
- 2.3.3. (F) The vendor must obtain from suppliers on our behalf updated versions of expiring or expired MSDS documents.
- 2.3.4. (F) Must provide a direct link to the MSDS document in PDF format which opens it on page 1.
- 2.3.5. (P) There must be an 80 % success rate for new documents in a 24 hour period for 2.3.4
- 2.3.6. (P) The library must have 90 % good quality PDF documents (manufacturer originals, and not scanned copies).

- 2.3.7. (F) Must be able to take key data from our system and return a link to the appropriate MSDS document in theirs with an 80 %for finding the correct readable and original PDF document.
- 2.3.8. (P) Their must a minimum 80 % of the time success rate for 2.3.7
- 2.3.9. (F) The vendor must have a provision for an off line back up system.
- 2.3.10. (F) The vendor must provide MSDS documents for diagnostic kits.
- 2.3.11. (F) The vendor must obtain MSDS documents for gasses both pure gasses and mixed.
- 2.3.12. (F) There must be a way of providing Links to other safety documents, such as Radiological Safety Data Sheets and Pathogen Safety Data Sheets.
- 2.3.13. (F) The vendor's system must provide an alert function to warn of expiring MSDS documents.
- 2.3.14. (F) The vendor must be prepared to accept a monthly spreadsheet generated by LIMS of MSDS documents currently held in our inventory and be able to archive those documents from an active status to an inactive status
- 2.3.15. 90 % Good quality PDF documents (manufacturer originals, and not scanned copies).
- 2.3.16. 90 % up to date with respect to Canadian Legislation (MSDS Documents must be Reviewed every three (3) years).

#### **2.4. Search Methods**

- 2.4.1. Must have ANDed keyword searching.
- 2.4.2. Must have automatic stemming.
- 2.4.3. Must have field specific searching.
- 2.4.4. Must have all Boolean operators (AND/OR/NOT).
- 2.4.5. Must have non-Boolean operators (>, <, =).
- 2.4.6. Must have phrase searching.
- 2.4.7. Must have proximity/adjacency searching.
- 2.4.8. Must have left and right truncation.
- 2.4.9. Must provide wildcard character searching.
- 2.4.10. Must be able to have keyword search fields can be defined and customized.
- 2.4.11. Must support Synonym spellings.
- 2.4.12. Spell checking and predictive text must be supported.
- 2.4.13. Search using diacritics must be supported.
- 2.4.14. Must provide for browsing of indexed fields.
- 2.4.15. Must provide for deep search of attached documents.
- 2.4.16. Must search result listings can be sorted by a variety of fields (Product ID, Trade Name, Synonym, Vendor/Supplier, date).
- 2.4.17. Must highlight search terms in search results.

#### **2.5. Output/display**

- 2.5.1. Final document format must be PDF.
- 2.5.2. The ability to open more than one (1) MSDS at a time is required.
- 2.5.3. Clients must be able to export records to MS EXCEL.

- 2.5.4. It is essential administrators are able to Import records via MS EXCEL.
- 2.5.5. The system must allow cut and paste of search URL or search results to other software/documents.
- 2.5.6. System must support Internet Explorer 10 or better.
- 2.5.7. System must support Google Chrome

## **2.6. System Configuration and Customization**

- 2.6.1. The local system administrator must be able to perform most aspects of system maintenance, management and customization without incurring additional costs.
- 2.6.2. It is essential to be able to provide for a minimum of six (6) local Administrators.
- 2.6.3. Four (4) level hierarchical structures minimum.
- 2.6.4. The new system must be able to accommodate up to three (3) building sites.
- 2.6.5. Essential to create new departments/labs/storage rooms.
- 2.6.6. Must be able to move labs and storage rooms between departments.
- 2.6.7. Required to have the ability to “clone” departments, Labs, and storage rooms.
- 2.6.8. The system must be able to rename departments, labs and storage rooms.
- 2.6.9. The ability to hide a department, lab or storage room is a must.
- 2.6.10. The ability to add new clients is essential.
- 2.6.11. A system of structured permissions within a security model is required.
- 2.6.12. The local system administrator must be able to specify/edit which fields are searchable.
- 2.6.13. The local system administrator must be able suppress particular items from public view.
- 2.6.14. The local system administrator must be able to assign a variety of levels of access/edit rights for system users.
- 2.6.15. The system must provide ability to configure default settings for all modules by workstation/user.
- 2.6.16. The system provides FAQ capability and meaningful error messages. It would allow the local system administrator to compose/edit/add FAQs and error messages.
- 2.6.17. The system provides pattern matching/auto fill in fields to provide consistency in data entry across all modules.

## **2.7. System Security and Stability**

- 2.7.1. The system must provide for easy export of records from all modules to a local backup on a regular basis.
- 2.7.2. The system must be backed up at host server on a daily basis.
- 2.7.3. The System must be able to do backups while system services are running.
- 2.7.4. There must be security provisions for communications link with host server in place.
- 2.7.5. The system must support VPN (Virtual Private Networks).
- 2.7.6. System downtime must be minimized by scheduling maintenance on evenings and weekends.
- 2.7.7. Host servers must have appropriate hardening and up to date anti-virus software running on their systems.
- 2.7.8. Host servers must have regular service packs and security updates applied.

- 2.7.9. System cannot be down for more than 6 days within a 6 month period.
- 2.7.10. Must provide for administrative functions such as modify, add and delete user accounts when necessary and reset passwords.
- 2.7.11. The system must be able to be configured so clients are validated only once for access to all resources they require.
- 2.7.12. The system must include a “forgot password” reminder function.
- 2.7.13. The system must allow security/password authentication to recognize authorized users for functions and modules including the following rights: create, update, delete and read only.
- 2.7.14. The system must allow for customizations to remain intact following system upgrades.
- 2.7.15. There must be reporting measures in place for auditing of clients that are provided access to the system.
- 2.7.16. Vendor must be prepared to enter a formal support agreement with agreed upon standards of service, system support and availability.
- 2.7.17. The system must log and captures intrusion attempts.

## **2.8. System Design and Performance**

- 2.8.1. Network deployable backup.
- 2.8.2. Ability to export back up to an external media such as CDR or DVD in a reviewable searchable format.
- 2.8.3. Ability for individual Departmental back up to external media by clients in a reviewable, searchable format.
- 2.8.4. The system must provide for easy export of records from all modules to a local backup on a regular basis.
- 2.8.5. The system must have the ability to archive old MSDS documents.
- 2.8.6. The system must be able to report on expiring MSDS documents.
- 2.8.7. Any new system considered will have to be able to link to an Inventory Management System under development using our existing LabWare technology. It will need to take four (4) columns of data supplied to them in a Microsoft Excel (2010) spread sheet, and return that spreadsheet with a link to an MSDS document.
- 2.8.8. The ability to open more than one (1) MSDS at a time is required.
- 2.8.9. Clients must be able to export records to MS EXCEL 2010.
- 2.8.10. The system must provide the ability to push/pull data from other software applications like Microsoft Excel 2010.
- 2.8.11. Obtain from suppliers on our behalf updated versions of expiring or expired MSDS documents.
- 2.8.12. Provide a direct link to the MSDS document in PDF format which opens it on page 1.
- 2.8.13. Be able to take key data from our system and return a link to the appropriate document in theirs.
- 2.8.14. The system must include MSDS documents for diagnostic kits.
- 2.8.15. Gasses both pure gasses and mixed.
- 2.8.16. Provides an alert function to warn of expiring MSDS documents.
- 2.8.17. The local system administrator must be able to perform most aspects of system maintenance, management and customization without incurring additional costs.



- 2.8.18. Accommodate up to four (4) building sites.
- 2.8.19. Essential to create new departments/labs/storage rooms.
- 2.8.20. Must be able to move labs and storage rooms between departments.
- 2.8.21. Required to have the ability to “clone” departments, Labs, and storage rooms.
- 2.8.22. The system must be able to rename departments, labs and storage rooms.
- 2.8.23. The ability to hide a department, lab or storage room is a must.
- 2.8.24. The ability to add new clients is essential.
- 2.8.25. A system of structured permissions within a security model is required.
- 2.8.26. Ability to export into Microsoft Excel MSDS inventories from sites, labs, and storage rooms.
- 2.8.27. The system includes a “forgot password” reminder function.
- 2.8.28. The system provides duplicate entry checks and warning messages in all modules.
- 2.8.29. The system provides multiple levels of undo in editing function in all modules.
- 2.8.30. The system is quick and easy to configure and customize. The local system administrator can customize display screens, and have the ability to add buttons and pop-up messages/notes.
- 2.8.31. System provides quick response times for both simple and complex searches in all modules.
- 2.8.32. The system has the ability to customize help screens, (to provide on screen context sensitive help, and explanation "pop-up" boxes).
- 2.8.33. System is usable without extensive customization, but can be easily customized at the local level without incurring significant additional costs.

## **2.9. Post Implementation Support**

- 2.9.1. Vendor must have toll free customer/technical support.
- 2.9.2. Vendor must have web-based customer support.
- 2.9.3. Support staff live and work in client time zone/language.
- 2.9.4. Vendor must have demonstrated capacity to handle system implementation and ongoing support.
- 2.9.5. Vendor must have demonstrated capacity to handle system implementation and ongoing
- 2.9.6. Vendor provides onsite, offsite and web-based training options.
- 2.9.7. Training manuals and system documentation are available in print and electronic versions, are clear and comprehensive, and are updated with each product change or update.
- 2.9.8. Vendor has demonstrated R&D capacity and has demonstrated both responsiveness to client needs and the ability to provide enhancements to the system as new tools and technologies become available.
- 2.9.9. Vendor must have demonstrated capacity to handle system implementation and ongoing support.
- 2.9.10. Telephone/web support available 24/7.



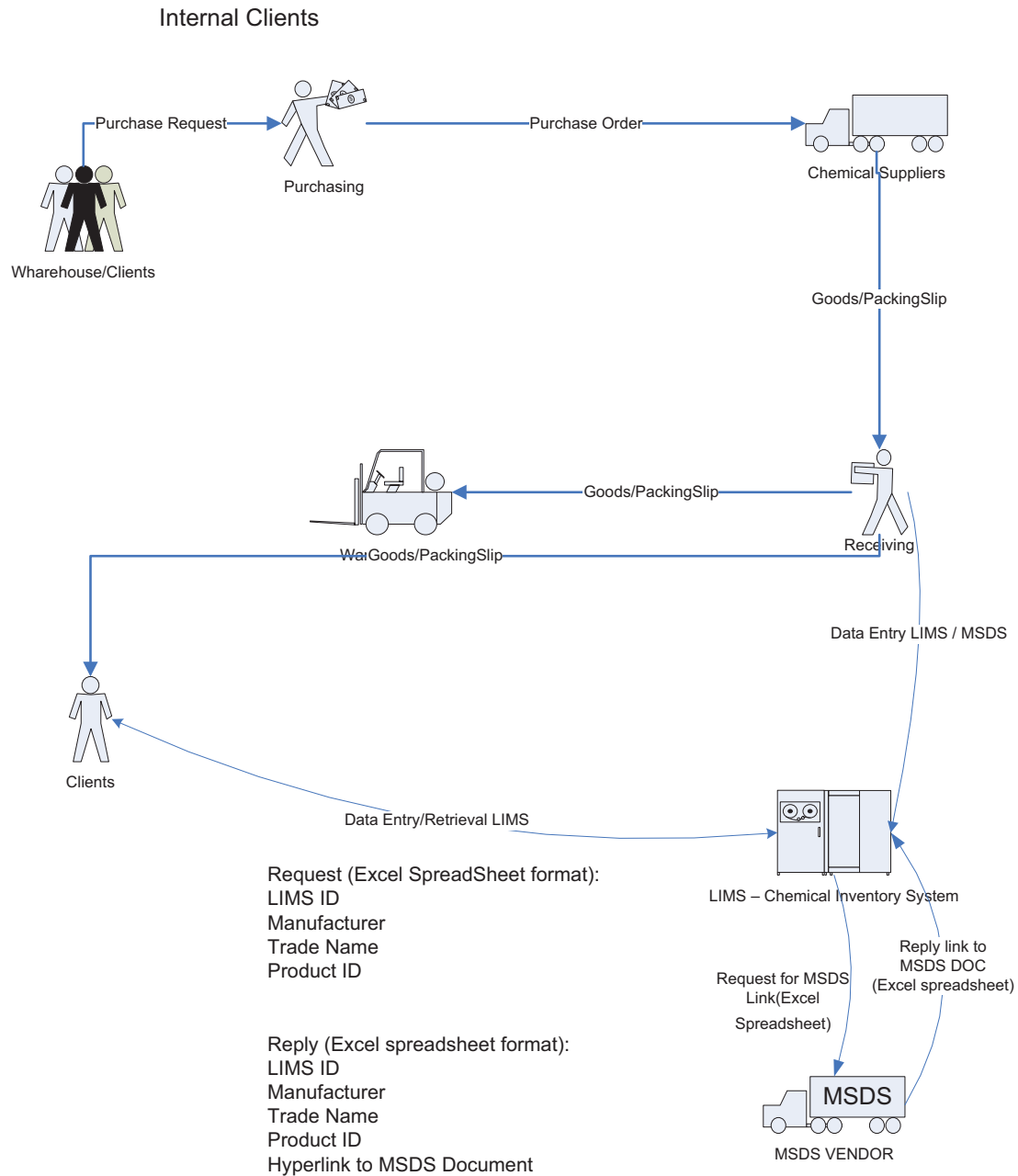
### **3. Rated Requirements**

Rated Requirements may include the following:

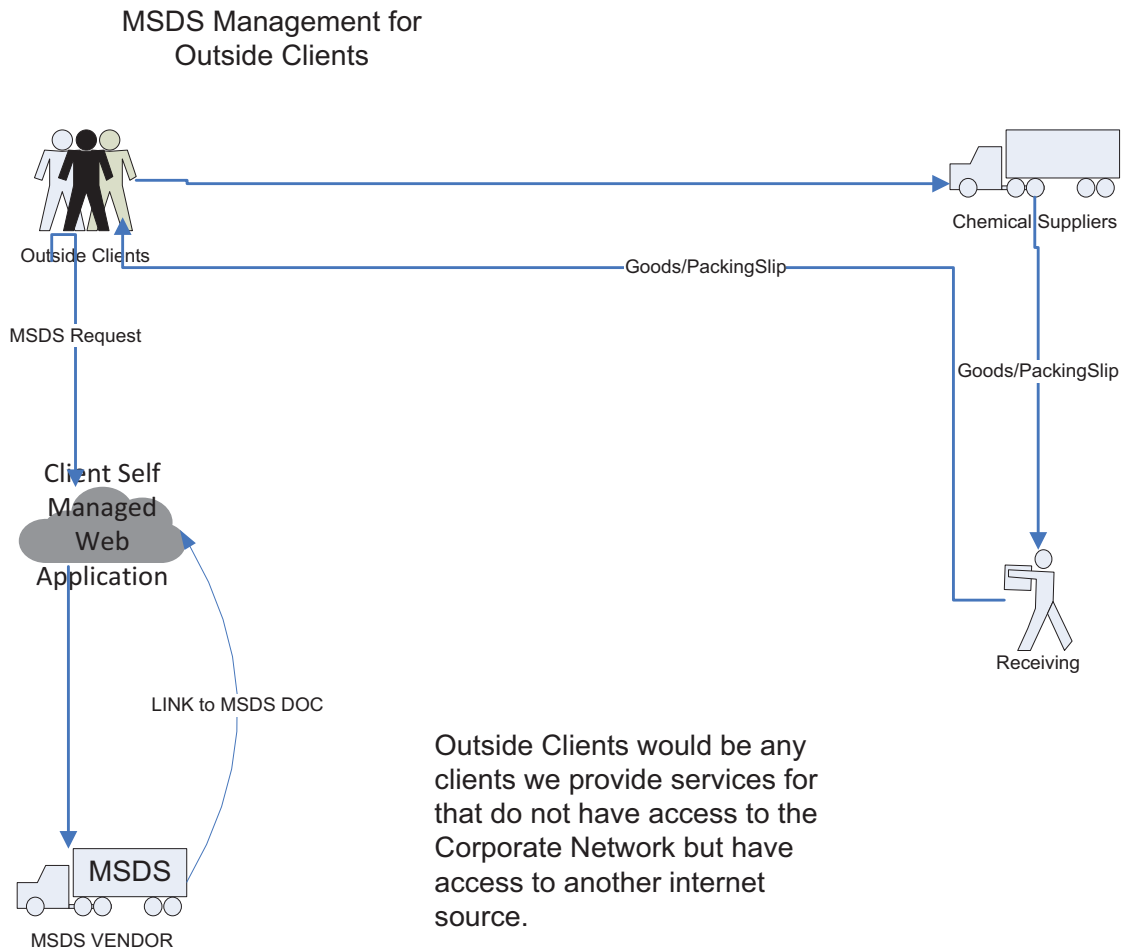
- 3.1. Module for maintaining chemical inventory.
- 3.2. Ability to track MSDS and Inventory items via bar coding.
- 3.3. Ability to use touch technology on a tablet or other mobile device.
- 3.4. The ability for clients to create their own user accounts.
- 3.5. Module for tracking hazardous waste disposal.
- 3.6. Indexed summary sheet for every MSDS.
- 3.7. Ability to print indexed container labels according to Canadian Legislation in Section 2
- 3.8. MSDS by request service utilising Fax or email.
- 3.9. The system is able to allow clients to create their own user accounts and log in to the system without administrative oversight

## 4. Appendix

### A. Internal Clients

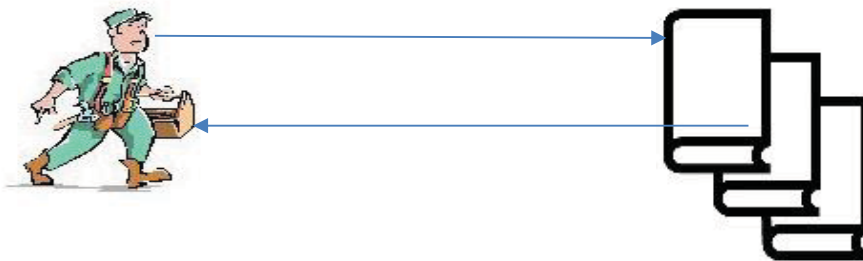


## B. Outside Clients



## C. Outside Contractors

### Physical MSDS Library



## D. Definitions

| Word                   | Definition  |
|------------------------|---|
| <b>Diacritics</b>      | A mark that is placed over, under, or through a letter in some languages to show that the letter should be pronounced in a particular way                         |
| <b>Inside Clients</b>  | Clients that have access to the Corporate Network   |
| <b>Outside Clients</b> | Clients that have access to the internet but not the Corporate Networks   |
| <b>Pathogen</b>        | a specific causative agent (as a bacterium or virus) of disease   |
| <b>Stemming</b>        | An algorithm that has been developed, which attempts to reduce a word to its stem or root form in order to enhance search capabilities of a computer application. |
| <b>Vendor</b>          | Provider of an MSDS document Management System  |

## E. Abbreviations

| ABBREVIATION | EXPANDED  |
|--------------|---|
| CFIA         | Canadian Food Inspection Agency   |
| CSCHAH       | Canadian Science Centre for Human and Animal Health (CSCHAH - 1015 Arlington Street, Winnipeg, MB).   |
| DBMS         | Database Management System  |
| FAQ          | Frequently Asked Questions  |
| GHS          | Globally Harmonized System of Classification and Labelling of Chemicals (GHS) for Workplace Chemicals |
| HLSSS        | Hosted License Software Subscription Service  |
| ID           | Identifier  |
| LIMS         | Laboratory Information Management System (LabWare LIMS Solutions)                                     |
| MS           | Microsoft   |
| MSDS         | Material Safety Data Sheets   |
| PDF          | Portable Document Format  |
| PHAC         | Public Health Agency of Canada  |
| PSDS         | Pathogen Safety Data Sheets   |
| R&D          | Research and Development  |
| RFI          | Request for Information   |
| RFP          | Request For Proposal  |
| RPSSD        | Real Property Safety and Security Division (RPSSD)  |
| RSDS         | Radiological Safety Data Sheets   |
| SaaS         | Software as a Service   |
| SOR          | Statement of Requirement  |
| SOW          | Statement of Work   |
| VPN          | Virtual Private Networks  |
| WHMIS        | Workplace Hazardous Materials Information System (WHMIS)  |

## **F. Vendor Questions**

1. What kind of cost structure could we expect for a system outlined in the RFI?
2. Can your company meet the SOR and provide a hosted MSDS solution to PHAC?
3. Is it feasible to receive an excel spreadsheet from us as generated by our inventory system and provide in return a hyperlink to an MSDS document in the Vendor's system?
  - If yes; what kind of turn-around time would we be looking at?
  - Can you flag the items found and not found?
  - If No, is there an alternative method that might achieve the same result?
4. Is it feasible to provide a spreadsheet on a monthly basis with a request to archive active MSDS documents for those items no longer present in the lab?
5. Do you have the ability to allow clients to create their own limited read access accounts without the intervention of a local administrator?
6. Archival process, does it maintain the Meta data associated with the original document?
7. What kind of licensing model can we expect for a system as outlined in this RFI?
8. Are there any requirements in this document your company cannot meet? If so why?