

QUESTIONS AND ANSWERS – Q1 to Q12

IT Service Management Software Solution for the Department of Finance

RFP FIN-993302-2016-08-17

Q1

What is the difference, if any, between this RFP (FIN-993302-2016-08-17) and the RFP issued July 2016 (FIN-993302-2016-07-06)?

A1

The RFP issued in July was competed under the Public Services and Procurement Canada IT Professional Services procurement tool, SBIPS, and no bids were received. This RFP is a re-solicitation of the same need under an open bidding solicitation process.

Q2

Principle 2 in the Government of Canada Information Technology Strategic Plan 2016-2020 (<http://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/itpm-itgp/it-ti/gcitsp-tigcps-eng.asp#toc5>) is 'Think "enterprise" first.' In this context has the Department of Finance worked with SSC or any other government departments on the long term GoC plan for ITSM tools?

- a. If not, is the Department of Finance planning to work with SSC or any other GoC departments on a long term plan or shared tool?

A2

Principle 2: Think "enterprise" first

Where an enterprise solution exists to meet a common business need, departments and agencies should stop investing in departmental legacy versions and refocus efforts, resources and funds on becoming ready to adopt the enterprise solution and on accelerating its delivery.

- a. Department of Finance works closely with SSC. The SSC is not ready to provide an ITSM solution to their clients. The actual Finance ITSM tool is out of support on December 31, 2017. For now, Department of Finance requires an ITSM tool to manage end-to-end services which also includes partner services provided by Shared Services Canada.

Q3

- a. "Principle 3 in the Government of Canada Information Technology Strategic Plan 2016-2020 (<http://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/itpm-itgp/it-ti/gcitsp-tigcps-eng.asp#toc5>) is 'Use cloud computing services.' In this context will the Department of Finance reconsider M3 which requires the solution to be installed on premise?
- b. Has the use of a cloud solution been considered for the requested ITSM tool? If so, why has it been rejected? If not, why not?"

A3

- a. Principle 3: Use cloud computing services.
Departments and agencies should explore Software as a Service (SaaS) cloud computing services before developing solutions in-house. Cloud computing services are to be procured through SSC, which will act as the Government of Canada's cloud service broker.

Yes the solution is required to be installed on premise.

- b. Yes the cloud solution was considered and was not retained for the following reasons:
 - Departmental priority to replace outdated help desk software in timely manner;

- Internal infrastructure already in place for on premise implementation;
- SSC readiness as GC cloud service broker is evolving;
- IT Security concerns re data residency in Canada and data sovereignty, latency and performance, and data transfer for SaaS based solution;
- Increased application integration complexity for SaaS based solution (partner for the infrastructure, network)
- Only a few sub-set of ITIL process is required by Finance. No requirement for the full ITIL processes suite.

Q4

Is it a mandatory requirement to support IIS Versions 7 & 8 or can other middleware products be used?

A4

Refer to question 11 regarding M3 mandatory requirement amended.

Q5

What is the volume of assets, employees and other data that needs to be migrated (uploaded) to the new system?

A5

Migration: no BMC data expect to be uploaded however integration is required.

Assets: 10 000 units

Users: around 1000 (including help desk technicians, level 2 technician and help desk clients)

Applications: around 200 applications

Q6

What other systems will need to be integrated to the new system?

A6

Refer to M6 for active directory (AD) and M7 for Email and optional SCCM.

Q7

What is CONOPS and what documentation needs to be included in this document?

A7

Concept of operations(Conops)

A concept of operations (CONOPS) is a document describing the purpose of a proposed system, the environment in which it will be operated, how it will be used (modes of operation), roles and responsibilities of users, resources required for its implementation, and other information project stakeholders will need (if applicable) to fund the proposed system. It is used to communicate the quantitative and qualitative system characteristics to all stakeholders.

A CONOPS should relate a narrative of the process to be followed in implementing a system. It should define the roles of the stakeholders involved throughout the process. Ideally it offers clear methodology to realize the goals and objectives for the system, while not intending to be an implementation or transition plan itself.

Q8

The pdf that was provided cannot be edited. Can you provide another document where the tables and forms can be edited.

A8

The department will provide a Microsoft word version on GETS.

Q9

9.0 Work Location. All work will be carried out at the Department of Finance offices located at 90 Elgin Street, Ottawa ON K1A 0G5.

Our question is during projects we usually have onsite meetings with customers performing some work onsite and in between onsite meetings we work at our office using remote access to the customer's site as needed. Is this an acceptable working arrangement?

A9

All work will be carried out at the Department of Finance offices located at 90 Elgin Street, Ottawa ON K1A 0G5.

No, remote access is not allowed.

Q10

Can the Crown please provide clarification on the M3 requirement. More specifically, must the solution only use the software outlined in the requirement, or rather must the solution be *compatible* with the software listed in M3? If the answer is the later, then to provide better clarification would the Crown please consider rewording this requirement to read: "The software must be fully functional in a Microsoft windows environment, with all components installed on-premise, with no additional license cost middleware to work with: Windows 7, MS Office 2010, Remote Access Entrust PKI, Adobe Reader XI, Entrust 9.3, MS SCCM, MS Active Directory, Windows File/Print server, Microsoft SQL Service 2008/2012, Windows Server 2008/2012, IIS version 7 or 8"

A10

The M3 will be rewritten as:

The software must be fully functional in a Microsoft windows environment, with all components installed on-premise, with no additional middleware or infrastructure services to work with: Windows 7, MS Office 2010, Remote Access Entrust PKI, Adobe Reader XI, Entrust 9.3, MS SCCM, MS Active Directory, Windows File/Print server, Microsoft SQL Service 2008/2012, Windows Server 2008/2012, IIS version 7 or 8 (or Apache Tomcat version 8 or higher).

Q11

Currently our company doesn't have a hold any security clearance certificate. Can we ask The Department of Finance to our sponsor to get our security clearance?

A11

The Department of Finance would be willing to sponsor interested vendors; however any security clearance must be in place at time of bid closing, as per section 6.1 of the RFP.

Q12

In point 5 Additional Details it states:

There is currently one or more Contractors performing some of the services described in this RFP.

Can you please tell us who the incumbent is currently performing the services?

A12

There is currently one contractor performing services described in the RFP – RJR Innovations Inc.