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	Title – Sujet Enterprise Monitoring Solution (EMS)	
	Amendment No. - N° modif. 003	
	Solicitation No. – No de l’invitation PW-19-00895845	Date December 23, 2019
	Solicitation closes – L’invitation prend fin On – le : January 13, 2020 At – À : 14:00 Time zone – Fuseau horaire : Eastern Standard Time (EST)	
Contracting Authority / Autorité contractante Address / adresse : Guylaine Dagenais Procurement and Vendor Relations Shared Services Canada 13 th Floor, 180 Kent Street Ottawa, Ontario K1P 0B6 E-mail address / Courriel (Email inquiries must be sent to email address below): guylaine.dagenais@canada.ca		
	Telephone No. – No de telephone 343-542-2341	
	Destination - Destination See herein / Voir dans ce document	
	Not applicable – Request for Information Only	



Amendment 003 is raised to:

1. Publish Canada's Responses to suppliers' questions.

1. CANADA'S RESPONSES TO RESPONDENTS QUESTIONS

Question 9

Can we have a 1 week extension to the submission deadline?

Answer 9

There will be no further extensions to the solicitation closing date.

Question 10

Annex B - Regarding interoperability, some of the sources/systems identified are unusual, in that we don't commonly see them as data sources for an AI Ops MOM. What type of data would they supply, and what is the use case for integration of:

- I. Microsoft SharePoint;
- II. OpenText Electronic Document Records Management Solution (EDRMS);
- III. Customer Relationship Management (CRM);
- IV. IBM SmartCloud;
- V. Statistical Package for the Social Sciences (SPSS).

Answer 10

We are investigating the possibility that the described data sources named could potentially be used. More specifically;

For (I & II) - we see a need for the tool to pull procedural data from the corporate repositories or be able to stay in sync with what is in the corporate knowledge repositories

For (III) – we see enrichment of customer information being pulled from the CRM

For (IV) - this is our current ITSM tool (IBM SmartCloud Enterprise Control Desk) and we need the ability to exchange ticketing information. Note: we will soon change our tool to BMC Remedy Suite

For (V) – we see the need as with SAS to pull data from AIOPS into a modelling tool for specialized reporting

Question 11



Annex E - we would like to understand the use case behind the following question better:

We are looking for technology that “understands” the device it is being displayed on and supports the capability of the device. We want to move to a “design once” approach which supports making data visualizations useful on smaller form factor devices like tablets and smartphones.

Answer 11

We are looking for dashboard technology that the user interface adapts to the target device. With the smaller screen space on mobile devices we need the ability to display what is relevant without building dashboards for each possible technology.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.