



## AMENDMENT # 1

### RFP 320 - ENTERPRISE SERVICE MANAGEMENT SOLUTION AND RELATED PROFESSIONAL SERVICES

This Amendment #1, including any appendices attached hereto (the "Amendment"), amends and clarifies Request For Proposal No. 320 (the "RFP"). The RFP otherwise remains unchanged and any capitalized words not defined herein have the meaning ascribed thereto in the RFP.

#### **QUESTIONS AND ANSWERS**

**Question 1:** Please note that our pricing is based on the number of Named licenses (assigned to individuals that require full time access to the ESM) and concurrent licenses (assigned to a pool of users that require part time access to the solution - such as technicians that respond to tickets and go off to repair the incident or put in place the elements of a request). As for the 800 client users our solution offers unlimited client user access. How many named and concurrent licenses are required for the 10 administrators and the 100 users accessing the application (from experience typically it is a 4 to 1 relationship for concurrent licenses - 1 concurrent license for 4 users - what would be the OAG estimate?)

**Answer 1: We need full time access for 50 users and 2 administrator users and we also need 50 users and 8 administrator users to have connectivity/access as required, for a total of 100 user and 10 administrator user licences.**

**Question 2:** Given the requirement for Reliability clearance of personnel and Protected B level of information, can the Crown confirm that the bidding organization is required to hold, at minimum, designated organization screening (DOS) status.

**Answer 2: The Bidder is not required to obtain Designated Organization Screening (DOS) status, since OAG information (protected or otherwise) will NOT be accessed or stored at the Bidder's worksite in order to complete the work for this contract.**

**Question 3:** OAG has indicated that they may well be migrating the on-premise ITSM solution to the Cloud and have allocated significant rated points should the proposed solution have a corresponding SaaS offering (R9.6 and R9.7). Given the ITSM will be handling Protected B data, can OAG confirm that, in order to claim these rated points, the proposed solution's SaaS offering must also be qualified to host data at the PROTECTED B / Medium Integrity / Medium Availability (PBMM) level.

**Answer 3: With regard to R9.6 and R9.7, full points will be awarded to Bidders who can demonstrate that the proposed solution has the ability to migrate to SaaS and cloud solution. Solution's compliance with required Government of Canada cloud protected B requirements will be not assessed as part of evaluation R9.6 and R9.7 requirements.**

**Question 4.** For R10, we partner with other leading system integrators to ensure clients are being serviced by the most experienced professional service team based on the solution and client environment. Provided a bidder is leveraging a major Tier 1 subcontractor who is named

in the bid to provide implementation services and support, would the Crown allow a bidder to use this subcontractor's experience?

**Answer 4: If the subcontractor will be providing the implementation services and support for our ESM, it is okay to use the subcontractor experience for R10.**

**Question 5:** For M11, WCAG 2.1 was released in June 2018 and larger software products require longer cycles to update their software and produce final WCAG assessment reports. Would the crown be willing to accept conformance to WCAG 2.0 in fulfillment of M11?

**Answer 5: Yes, OAG will accept WCAG 2.0 experience in response to M11. Please see RFP revision below.**

**Question 6:** Vendors with enterprise license agreements with other government departments (such as SSC) will attempt to claim license costs of zero in their responses. This would basically remove any product alternatives from putting forth a competitive bid for consideration. Could you please confirm that all supplier responses must contain financial cost estimates for evaluation in order to level the playing field?

**Answer6: As indicated on page 3 of the RFP document, 1.2 "Proposal Format", Bidders are requested to provide their price in the Financial Offer, using the pricing schedule specified on section 4.4 Financial Requirements. Section 4.4 provides that Bidders must insert '\$0.00' in the pricing table for any item they don't intend to charge for.**

**Question 7:** Accessibility requirements of WCAG 2.1 are very new. Would the OAG consider using WCAG 2.0 as compliant for the RFP with the guarantee that the solution would be made WCAG 2.1 compliant if the bid is successful?

**Answer7: See answer #5 above.**

**Question 8:** Given the constraints of getting reference information during government year-end and the challenge of having timely responses provided during march break, would the OAG please consider extending the end date by 2 weeks?

**Answer 8: Yes, OAG will extend the deadline. Please refer to RFP revision below**

**Question 9:** The proposed solution has been certified to comply with WCAG 2.0. It is in the progress of WCAG 2.1 certification tests. Will OAG consider the solution which is still under the WCAG 2.1 certification?

**Answer 9: See answer #5 above.**

**Question 10:** R9.9: The solution allows users to see countdown time left on service level targets and allows them to put the countdown on hold that can be configured in the parameters of the service level target. Is this requirement referring to Client Users?

**Answer 10: No, it is referring to the users who are responsible for fulfilling the service request. i.e. service representatives or technicians.**

**Question 11:** We are seeking to deliver the highest value offering for the Attorney General and although we understand that the Auditor General of Canada reports to the House of Commons of Canada and not the Government, would the Auditor General consider the same or similar solution that the House of Commons if it were a Cloud-based solution?

**Answer 11: As specified in the Section 2 – Statement of Work of the RFP document, the Office of the Auditor General of Canada (OAG) requires an on premise Commercial off the shelf (COTS), Enterprise Service Management solution. As indicated in section 2.12.2, the OAG may elect to convert the solution to Cloud at a later date. Bidders are required**

**to propose their solution as per requirements stated in Section 4.2 Mandatory Requirements and to section 4.3 Rated Requirements.**

**Question 12:** Regarding Section 2.6.2a (Maintenance and Upgrades) - OAG notes that “at no additional cost to OAG, the Contractor will provide upgrades to the solution in order to accommodate changes from the OAG on an agreed timeline”; can OAG clarify these questions so we can best estimate the level of effort and expertise required? How much data from the old system are you looking to migrate into the new system.

**Answer 12: OAG will need to migrate approximately 5000 to 10000 records.**

**Question 13:** Regarding 2.13, OAG notes the requirement for “onboarding new user groups to support scaling of solution (as a tenant on the implemented solution or as a separate instance)”: Who is considered a tenant? (other departments, business units? 3rd party business partners?)

**Answer 13: Regarding 2.13 under Section 2- Statement of Work, other business units within the OAG are the only users groups that would be onboarding to the solution.**

**Question 14:** Regarding R1.5, please provide examples of the data fields OAG wishes to capture/store.

**Answer 14: Regarding rated requirement R1.5, the Users and contact information should include at minimum, full name, phone number, email, group/team ID, username etc.**

**However, the onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.**

**Question 15:** For professional services work, OAG noted that the majority of work will be onsite at OAG head office. Can OAG clarify if developers will have remote access into the system to complete some tasks offsite?

**Answer 15: Bidder’s proposed personnel will need to work onsite at the OAG for the implementation of the solution. They will not be given remote access.**

**Question 16:** Will OAG have their own technical team who will be participating and assisting in the development and implementation of the ITSM solution? For example we show your team how to create catalogue items and they create several items alongside our team.

**Answer 16: It will be the responsibility of the Bidder to implement their proposed solution. The OAG will oversee and observe the implementation.**

**Question 17:** Regarding 2.7.2, OAG notes that the vendor must provide training for OAG employees on OAG premises. Can OAG clarify whether training is meant for all end-users or only selected administrators/developers? For end-user training, is a train-the-trainer solution acceptable?

**Answer 17: Please see Section 2 – Statement of Work, item 2.6.1 for details on training requirements.**

**Question 18:** Clause 4.4, Table 1

a. How many Users (among 100) will log into the ESM tool at the same time or concurrently (Named Licenses and/or Concurrent Licenses)?

b. How many Administrator Users (among 10) will log into the ESM tool at the same time or concurrently (Named Licenses and/or Concurrent Licenses)??

**Answer 18: For both a) and b): Please see Answer #1 above**

**Question 19:** Clause 4.4, Table 2

- a. How many Users (among 200) will log into the ESM tool at the same time or concurrently (Named Licenses and/or Concurrent Licenses)?
- b. How many Administrator Users (among additional of 5) will log into the ESM tool at the same time or concurrently (Named Licenses and/or Concurrent Licenses)

**Answer 19:**

- a) **We assume that the question refers to Table 3 and not Table 2. If we decide to purchase 200 additional User licenses, we would require full time access for 100 users, in addition to the full time access for the 50 users (see answer to question 1 above). We would also need all 200 additional Users to have connectivity/access as required.**
- b) **We assume that the question refers to Table 3 and not Table 2. If we decide to purchase 5 additional administrator user licenses, we would require full time access for 1 additional administrator user, in addition to the full time access for the 2 administrator users licenses (see answer #1 above). We would also need the 5 additional administrator users to have connectivity/access when required.**

**Question 20:** Section 2.8 OAG IT Environment - Does OAG have an Linux Server(s) in current IT infrastructure environment?

**Answer 20: OAG will not release any further information on its infrastructure other than what is stated in the RFP document, Section 2- Statement of Work, item 2.8 OAG IT environment.**

**Question 21: Section 2.8 OAG IT Environment –** Does OAG have any concern if the proposed ESM solution is installed on Linux Server, but the solution can integrate with any Windows Servers and applications (e.g. Windows Active Directory, SQL Server) as well as clients can use Windows 10 workstations to access the solution?

**Answer 21: The OAG is not prescriptive with regards to the server platform as long as it meets the requirements defined in the RFP document.**

**Question 22:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R1.12The Solution allows users to override automation when required.

**Answer 22: The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.**

**Question 23:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R1.17 The solution shall include, without limitation, any security feature, functionality or mechanism to ensure data integrity and to prevent unauthorized access.

**Answer 23: The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.**

**Question 24:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R1.19 The solution allows administrator users to provide a “suggestion box” for soliciting feedback on services or process from client users.

**Answer 24: The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.**

**Question 25:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R3.1 The solution supports bar code scanning with handheld scanners to track asset.

**Answer 25:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 26:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R3.2 The solution has the ability to track hardware and software installation information which could include any of the following fields: maintenance and lease information, product and support information, software licenses and software agreements.

**Answer 26:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 27:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R3.5: The solution supports bar code scanning of employee ID badges to log inventory.

**Answer 27:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 28:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R4.2: The solution has workflow rules that allow certain actions to be performed outside the solution (e.g. equipment purchases or repairs by vendors, approval or change management procedures).

**Answer 28:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 29:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R4.3: The solution allows administrator users to configure serial or parallel workflows.

**Answer 29:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 30:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R6.2: The solution's portal has the ability to integrate with other request management systems.

**Answer 30:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 31:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R8.3: The solution's request management and asset management modules integrate with the knowledge base.

**Answer:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 32:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R8.5: The solution allows administrator users to administer the weighting of relevancy scores associated with knowledge articles (e.g. key word searching and usage).

**Answer 32:** As part of your submission you should be providing us with information that shows how your proposed solution meets this requirement.

**Question 33:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R9.3: The solution is compatible with OpenText eDOCS DM 16.

**Answer 33:** The onus is on the Bidder to provide examples of how their proposed Solution will meet the requirements in the RFP document.

**Question 34:** Can you please define some of the questions in the RFP, examples of what you are looking for or what kind of scenario will the solution be used for? R9.6: The solution has the ability to migrate to a cloud platform at a later date.

**Answer 34:** Please see Answer #3 and # 11 above.

**Question 35:** Can you please provide examples of what you are looking for or what kind of scenario will the solution be used for regarding R9.7 The solution has the ability to migrate to SaaS at a later date.

**Answer 35:** Please see Answer #3.

**Question 36:** Section 5, # 28 (a.), 'Liability and Infringement': The Liability and Infringement section states: "The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement." In relation to the clause above, we would like to respectfully state that we will not be in a position to participate in this procurement unless there is an opportunity to negotiate a commercially reasonable cap on the liability. Would OAG be willing to discuss and negotiate such a cap?

**Answer 36:** Please refer to section 1.5 (irrevocable offer) and section 1.7 (reserved rights) of the RFP.

**Question 37:** Section 2.4.2: The role-relationship between '100 Users', '10 Administrators' and '800 Clients' is not completely clear. Specifically, could you please elaborate on the role of the 100 users? Are the 100 users involved in fulfilling or addressing 800 client users requests/incidents etc. i.e. they are resolvers?

**Answer 37:** The 100 Users are the resolvers who are involved in fulfilling or addressing 800 Client Users requests/incidents etc.

**Question 38:** Section 2.4.2: We assume that some of the 10 administrator users will be responsible for administering the new ITSM tool? Could you please clarify if all 10 Administrators have the same role, or will they be performing different administration functions?

**Answer 38:** All 10 Administrators roles, will be as defined in Section 4.1, page 14 of the RFP document. However, the proposed Enterprise Service Management solution should allow these roles to be configured.

**Question 39:** Section 3.1, Step 5, are you ok to do PoP on a cloud hosted instance of our solution? Or does the instance need to be installed on-premise for PoP?

**Answer 39:** The instance will need to be installed on premise for the POP.

**Question 40:** Section 4.2 – M1: Are you expecting the solution to provide Software Asset and License Management capability as part of Asset Management? Or the expectation is for physical assets only?

**Answer 40:** OAG requires a Solution that is able to create records for software

**information, including licence management and warranty information, as part of Asset Management. Physical assets will also need to be tracked.**

**Question 41:** Section 4.3 – R9.1: Could you please clarify the requirement “The solution will not require any plug-ins or add-ons to the Microsoft Office Suite (Word, Excel and PowerPoint) or to Microsoft Outlook.”

What is the intent of listing this statement in the requirements if the functionality is not indeed required? Is there an objective or use case that we need to understand further here?

**Answer 41: The proposed solution should be compatible with Microsoft Office Suite and not require integration (plug-ins or add-ons) in order to complete actions such as sending an email notification from the solution, sending an email from Outlook to the solution, or opening an Office file from the solution.**

**Question 42:** Section 4.3 – R9.2: Could you please clarify the requirement “The solution is compatible with Adobe Reader XI and above“. Please state the objective for listing this requirement and provide a use case to help us understand it.

**Answer 42: The proposed solution should be compatible with Adobe Reader XI and above and not require integration (plug-ins or add-ons) in order to complete actions within the solution such as opening a file in Adobe Reader.**

**Question 43:** Section 4.3 – R9.3: Could you please clarify the requirement “The solution is compatible with OpenText eDOCS DM 16“. Please state the objective for listing this requirement and provide a use case to help us understand it.

**Answer 43: The proposed solution should be compatible with OpenText eDOCS DM 16 and not require any integration (plug-ins or add-ons) in order to complete actions within the solution such as opening a file in OpenText eDOCS DM 16 from the solution or saving a reference within the solution.**

**Question 44:** How many of the 100 users are Servicedesk / Helpdesk agents?

**Answer 44: All of the 100 users will need to be able support front and back line functions.**

**Question 45:** Section 4.4 Financial Requirements, Table 2: As we understand it, ‘Professional Services’ would include requirements gathering, consultation, design, installation and configuration, training and documentation. As you have spilt some (but not all) of the items listed above in Table 2 – it is not clear to us how we would populate the first four lines of Table 2. To avoid confusion about what constitutes each of the first four line items of this table, we would suggest having just two line items instead of the current four, as follows: Training & Documentation, Professional Services.

**Answer 45: Professional Services is further defined in Section 2, Statement of Work, item 2.13. The Bidder should provide their Annual Service Fees for each of the elements listed in Table 2 and for all years.**

**Question 46:** I notice that Low > Outstanding is equal to N/A, is this correct? Or should it be 1?

**Answer 46: That is correct there are no points for “outstanding” for low requirements.**

**Question 47:** Clause 4.4, Table 1: How many Users (among 100) will log into the ESM tool at the same time or concurrently (Named Licenses and/or Concurrent Licenses)?

**Answer 47: See answer # 1 above**

**Question 48:** “The Contractor will grant the OAG a user/device licence for a minimum of 100 users, 10 administrator users” Our solution allows for a combination of both Named and Concurrent of licenses. Can you please tell us how many of the following licenses you will need?

Analyst Named:

These licenses will allow your technicians guaranteed access into our solution. A license is dedicated to one person. They can be reallocated as needed. This would typically be service desk staff and power users that would need guaranteed access to the system.

Analyst Concurrent:

These are licenses that are shared among a pool of analysts. We usually recommend a 3 user to 1 license ratio, depending on how heavily the analysts use the system. This would typically be users who are in and out of the system as requests are assigned to them and they log in and out as needed. A license can only be used by one person at a time.

We would propose one of the following options for your review:

1. 10 Named licenses for the Administrators and 34 Concurrent licenses for the 100 users
2. 110 Named licenses
3. A different combination of Named licenses and Concurrent licenses selected by OAG based on your assessment of the people in your organization that would benefit from a Named or a Concurrent license.”

**Answer 48: The number and type of licenses needed as part of the proposed Solution under this RFP are specified in the Section 2, Statement of Work. Please refer to answer # 1 above for details on how the OAG would like to allocate its licences.**

## **RFP REVISIONS**

### **a) Page 1, Summary of Key RFP Dates and Defined Terms**

**DELETE:** The Deadline for Proposals: March 30, 2020 at 02:00PM Ottawa local time

**REPLACE:** The Deadline for Proposals: April 17, 2020 at 02:00PM Ottawa local time.

### **b) Page 16, Section 4.2 Mandatory Requirements:**

**DELETE: M11.** The solution must meet Web Content Accessibility Guidelines (WCAG 2.1) set out in the Standard on Web Accessibility for all parts (client facing and user facing) of the solution.

**REPLACE: M11.** The solution must at minimum meet Web Content Accessibility Guidelines (WCAG 2.0) set out in the Standard on Web Accessibility for all parts (client facing and user facing) of the solution.



**c) Page 8 Section 2 –Statement of Work:**

**DELETE: 2.4.6** The solution will not require plug-ins or add-ons to the Microsoft Office Suite or to Microsoft Outlook. The solution must meet the Web Content Accessibility Guidelines (WCAG 2.1) set out in the Standard on Web Accessibility for all parts of the solution (client facing and user facing) of the solution.

**REPLACE: 2.4.6** The solution will not require plug-ins or add-ons to the Microsoft Office Suite or to Microsoft Outlook. The solution must at minimum meet the Web Content Accessibility Guidelines (WCAG 2.0) set out in the Standard on Web Accessibility for all parts of the solution (client facing and user facing) of the solution.