



AMENDMENT # 2

RFP 320 - ENTERPRISE SERVICE MANAGEMENT SOLUTION AND RELATED PROFESSIONAL SERVICES

This Amendment #2, including any appendices attached hereto (the “Amendment”), amends and clarifies Request For Proposal No. 320, as previously amended and clarified (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: Clause 2.13: Task to import and/or export information with new or existing systems or services:

- a. What information in existing systems or services are expected to be exported and imported into the proposed solution?
- b. What information in the proposed solution are expected to be exported and imported into existing systems or services?
- c. What the existing systems are?
- d. What the existing services are?

Answer 1:

- a) **Clause 2.13 is optional and would only be discussed, as and when required at the time of implementation;**
- b) **Emails from Outlook, ticket data, data for volume metrics, data for service levels;**
- c) **C2, Outlook, Cognos;**
- d) **As stated in the SoW, some of the services include IT support, Security, Health and Safety, Information and Records Management, Facilities Management, Library Services, Legal Services, Finance, Human Resources, Professional Development, and Audit Services.**

Question 2: R6.2: The solution’s portal has the ability to integrate with other request management systems

- a. What is the name of other Request Management System?
- b. What data from other Request Management System will be integrated into the proposed ESM solution?
- c. What Database Server of the other Request Management System is using?

Answer 2:

- a) **There is currently no other Request Management System, we are looking for the bidder to demonstrate that the proposed solution’s portal has the ability to integrate with other request management systems that are using the portal.**
- b) **The service requests general data submitted from other Request Management System;**
- c) **See answer 2(a) above. The database servers for the proposed solution are specified in Section 2- Statement of Work, item 2.8 OAG IT environment.**



Question 3: OAG is currently using C2 Enterprise as an IT Service Management (ITSM) solution. Is there a requirement to migrate service request and IT asset data from current to new platform?

Answer 3: Yes, only IT asset data will need to be migrated to the new solution.

Question 4: Can you provide a list of existing integrations in C2 EITSM system? Are there integration requirements with the new systems? How many and what are they both internal and external interfaces?

Answer 4: Outside of user information from Active Directory, there are no other integrations required.

Question 5: Regarding training, can OAG clarify whether they expect a separate training session for developers and a separate training session for administrators?

Answer 5: Yes. Developers will be trained for API integration; Administrators will be trained for building workflows, creating accounts, generate reports, adding content to Knowledge Base, setting rules, general administration configuration.

Question 6: In the introduction page of the RFP you state, the total contract value is \$300,000. Is it OAG's expectation that this includes software subscription for 2 years and all required implementation and training services outlined in the RFP?

Answer 6: The total contract value is inclusive of Software Licensing Fees – Table 1 and Annual Service Fees Tables 2, for contract year 1 and 2, as per Section 4.4 Financial Requirements.

Question 7: In M1, you mention the solution must be on premise. Are you seeking an on premise as in installed in your DC solution or is SaaS solution hosted in vendor's cloud in Canada acceptable to OAG? Many market leading solutions are offered as SaaS based solutions that meet/exceed crown's security and data requirements.

Answer 7: See answer # 3 and # 11 in Amendment #1

Question 8: The processes listed are, service request, asset, and request management with reporting capabilities, a knowledge base, service catalogue, dashboards and a self-service portal. Are there any additional IT processes implemented such as Incident management, Problem management, Release management, Configuration management (CMDB), Capacity management and others? Can you provide a complete list of processes expected to be implemented in the new ESM system?

Answer 8: The IT processes to be implemented in addition to the ones specified in section 2.3 Objective – Statement of Work, will include Incident Management.

Question 9: For R7 Service Catalogue, what specific requirements does OAG have for the type of service offerings you expect published on self-service portal? Can you provide a list?

Answer 9: Please refer to Rated Requirements, R.7.6 and Section 2- Statement of Work, item 2.2, for details on lines of business to be supported by Service Catalogue



Question 10: For R8 Knowledge management, are there any knowledge repositories of articles that need to be migrated into the new ESM system? How many knowledge articles does OAG currently have?

Answer 10: There are no knowledge repositories, but we are estimating around 1000 documents in MS Word, PDF and other MS Office formats, that will need to be transferred to the new solution

Question 11: Is there an existing CMDB?

Answer 11: No we don't have a Configuration Management Database (CMDB) and having a CMDB is not within the scope of this RFP.

Question 12: In R10 you are asking for two examples of previous experience. Are these examples local Canadian or are global examples of previous experience acceptable?

Answer 12: Local, Canadian or global examples of Bidder's experience are acceptable as long as they demonstrate to meet all the criteria described in R10.

Question 13: What is the expected growth year over year in number of users of the new ESM system?

Answer 13: OAG estimates of a potential growth of 200 users during the entire contract period, including option years.

Question 14: What is the expected timeline for the implementation?

Answer 14: OAG has estimated the implementation to last for up to 5 months after contract award.

Question 15: What level maturity would you say current processes are? i.e. Level 0 – Non-existent, Level 1 – Initial, Level 2 – Repeatable, Level 3 – Defined, Level 4 – Managed and Measurable, Level 5 – Optimized

Answer 15 After completing an internal maturity assessment, we were rated at Controlled. The rating scale used was Chaos, Reactive, Controlled, Proactive and Optimized.

Question 16: Section 2.4.2: How many end users devices (laptop/desktops etc) are there for 800 client users? Could you also provide the count of servers, network devices, firewalls, load balancers etc. as this information is required for pricing of the asset management module?

Answer 16: approximately between 10,000 and 20,000 items of various type in the asset management module.

Question 17: Aside from C2 EITSM, what other IT Asset data sources does OAG have?

Answer 17: Excel Spreadsheets.

Question 18: What discovery tool/tools are used for IT asset discovery?

Answer 18: Hardware asset: None; Software asset: Microsoft SCCM.

Question 19: Article 11.1 Term of license. The current requirement states a perpetual license model is sought. The pricing model for our proposed compliant solution is a subscription-based



license and not a perpetual-based licence. Given the intention to move to Cloud-based (SaaS) model, OAG will need to transition to a subscription-based model regardless. Provided the overall proposal pricing comes in within the allocated budget, please confirm that OAG will accept a submission based on a subscription pricing model.

Answer 19: As per section 4.4 of the RFP, OAG requires that bidders provide a yearly fee per user software licensing. The contract price will be based namely on such yearly fee per user software licensing. With respect to the price of potentially converting the solution to Cloud at a later date, please refer to section 2.12.2 of the RFP.

Question 20: We read the requirements as requesting an on-premise implementation of software with the option to move to cloud hosted at some later date should certain criteria be met. Our proposed solution can be adapted to on-premise but with limited performance and functionality; our proposed solution is much more appropriate and versatile when optimized in the cloud. Our proposed solution is a market leader in this space and meets the data security, integrity and confidentiality requirements at the Protected B level. If a bidder could offer better value to the crown (eg. pricing, breadth of offering for future growth) via a cloud delivery model while also demonstrating the support for Protected B data, would the government accept cloud-based (software-as-a-service) responses to this RFP.

Answer 20: See answer # 3 and 11 in Amendment # 1

Question 21: Due to the ongoing concern for the COVID-19 virus and the impact to our company and I am sure many others, making accommodations to adjust work locations to allow employees to work remotely, we would like to ask for an extension of the deadline (e.g. 2 weeks) for the response to RFP 320 Enterprise Service Management Solution and related Professional Services.

Answer 21: RFP closing date has already been extended to April 17, 2020, please refer to RFP Revisions in Amendment 1.

Question 22: The requirement was to produce screenshots to demonstrate conformity. Once this done, I noticed that the file to transmit is over 300 Mb. Can this be sent to OAG through email?

Answer 22: Large submission files cannot be accepted via email. Please refer to RFP Revision below.

RFP REVISIONS

Page 1, Summary of Key RFP Dates and Defined Terms

DELETE:

Proposal Delivery Address:	Bids must be submitted at the following email address: <p style="text-align: center;">suppliers@oag-bvg.gc.ca</p> Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.
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Office of the
Auditor General
of Canada

Bureau du
vérificateur général
du Canada

REPLACE:

Proposal Delivery Address:	Bids must be submitted by using either the email address or the secure file transfer link: suppliers@oag-bvg.gc.ca https://oagpubsft.oag-bvg.gc.ca/filedrop/~zJY0BY Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.
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