



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

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Connexion postel seulement

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Systems Software Procurement Division / Division des
achats des logiciels d'exploitation
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Title - Sujet Enterprise Fraud Management	
Solicitation No. - N° de l'invitation B7310-190250/B	Amendment No. - N° modif. 008
Client Reference No. - N° de référence du client B7310-190250	Date 2020-06-16
GETS Reference No. - N° de référence de SEAG PW-\$EE-067-37544	
File No. - N° de dossier 067ec.B7310-190250	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-06-25	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Pignat, Michael	Buyer Id - Id de l'acheteur 067ee
Telephone No. - N° de téléphone (873) 354-4163 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

REQUEST FOR PROPOSAL AMENDMENT 008

This amendment is raised to answer Bidder Questions.

QUESTIONS AND ANSWERS

- 5.1. Where PSPC has already put a negotiated supply arrangement, it would be best practice to harmonize the terms, support protocols and fully align the long term licensed use of software products. To optimize the costs and license, maintenance and support arrangement with IRCC over a 10 year period, would Canada agree to purchase software license, maintenance and support from the Software Publisher? This would also ensure any existing contracts for the software licensed products in use at IRCC and the government of Canada would be fully aligned.
- 5.1. The initial requirement is for IRCC. The resulting contract allows Canada to make the EFM Solution available to any department through exercising available optional goods and services through contract amendment(s).
- 5.2. Where PSPC has negotiated a Software License Supply Arrangement (SLSA) with a software vendor, they have optimized their license, maintenance and support terms and conditions that are harmonized across all departments. By having IRCC leverage the existing SLSA contracts negotiated by PSPC, the maintenance and support would be harmonized. Further to Question and Answer #3.3 from Amendment 004, in accepting bid submissions from software reseller(s) provided that a completed and signed Software Publisher Authorization Form is submitted, we would like to clarify the process involved. Please confirm IRCC would accept a resale model whereby the Bidder (who resells the software, maintenance and support from the software vendor) signs a resale sales contract with IRCC to sell the Licensed Software product, maintenance and support to IRCC. This involves the IRCC entering into an End User License Agreement directly with the software vendor (software publisher) and owning the licenses. The Bidder would still be required to provide signed Software Publisher Authorization Form as a Certification.
- 5.2. Per the answer provided to question 3.3 from Amendment 004 "The Government of Canada will accept bid submissions from software reseller(s) where a completed and signed Software Publisher Authorization Form is submitted as part of the bid submission with the publisher's confirmation that solely the resulting contract terms and conditions set out in this solicitation will apply to Canada's use of the software."

5.3. Further to Question and Answer #3.8 from Amendment 004, IRCC recognizes the existence of a Service Desk for the Licensed Software, which is often in existence for mature software offerings from third party software vendors. As there is no definition in the RFP of a Service Desk, would IRCC harmonize its software support requirements in the RFP and clarify that the response time in Section 7.3(c) can be aligned to an existing Government of Canada Software License Supply Arrangement (SLSA) negotiated by PSPC with that same software vendor?

5.3. The term Service Desk is meant to capture the lines of services as defined in resulting contract clauses section 7.3 (c) Software Support. The response times will remain as outlined in section 7.3 (c).

5.4. Further to Question and Answer #3.8 from Amendment 004, IRCC recognizes the existence of a Service Desk for the Licensed Software, which is often in existence for mature software offerings from third party software vendors. As there is no definition in the RFP of a Service Desk, would IRCC harmonize its software support requirements in the RFP and clarify that the error correction turnaround time in 4004 SACC, Section 2 can be aligned to an existing Government of Canada Software License Supply Arrangement (SLSA) negotiated by PSPC with that same software vendor?

5.4. The term Service Desk is meant to capture the lines of services as defined in resulting contract clauses section 7.3 (c) Software Support. The error correction turnaround times described in 4004 SACC, section 2 will remain as is, noting the acknowledgement made in question and answer 4.16 from Amendment 006.

5.5. Would IRCC harmonize the inspection and acceptance requirements under SACC 4003, Section 12, with the inspection and acceptance provisions under an existing Government of Canada Software License Supply Arrangement (SLSA) negotiated by PSPC with that same software vendor?

5.5. The inspection and acceptance requirements under SACC 4003, section 12 will remain unchanged.

5.6.3.1 Bid Preparation Instructions and 2.27. Re: Point Rated Criteria R01 Past Corporate Experience

Mentions Bids from a single company and bids from a Joint Venture. Later you mention that a Software Reseller can submit a bid as per 3.3 below.

3.3. Part 2 Section 2.1 – Would the Government consider allowing resale of software, through a standard resale agreement which flows through the software vendor's terms and conditions to the government?

3.3. The Government of Canada will accept bid submissions from software reseller(s) where a completed and signed Software Publisher Authorization Form is submitted as part of the bid submission with the publisher's confirmation that solely the resulting contract terms and conditions set out in this solicitation will apply to Canada's use of the software.

For all of the requirements including Experience and Customer References can the OEM experience and references be used as the basis of submission?

5.6. This information can be found in the following sections of the solicitation document: 3.1.2 Submission of Only One Bid from a Bidder, 3.1.3 and 3.1.4 Joint Venture Experience.

5.7. Please find two questions as follows:

- a. Why will IRCC not accept "a subscription or term license model"?
- b. Would you please consider escalating this issue so that full consideration be given to accepting a "Term or subscription" license model?

5.7. The question of perpetual vs. subscription has been asked and answered in amendment 003, question 2.16.

As per section 7.2.b, Canada is seeking perpetual licensing. The terms and conditions are posted. The Crown requires bidders put forth submissions that take into account the full requirement.