

Questions and Answers

Supplier #1

Q1 - As per question MG1, PPS has mentioned an interest towards a bilingual interface that can be easily used in English and Canadian French. A lot of our existing customers use our tool in both English and French for their users and I wanted to confirm if PPS would consider this proposal valid with English and French and not English and Canadian French? If required, references can be arranged for organizations using our tool in English and French.

A1- [PPS will consider the proposal valid with English and French. Canadian French is not mandatory.](#)

Q2- As per Appendix C – Pricing Structure Form, PPS has asked for a pricing estimate for 50 Business Administrators. And also in the requirements, it has been asked if the software is capable of supporting 30 business administrators with a scope of increase in future. Can you confirm if Appendix C should be submitted with the number 50 or number 30 in the pricing estimate?

Also, I wanted to understand the role of these business administrators, are all of them responding to incoming tickets/service requests? A lot of times we see that these business administrators also include managers (who are only approvers) or are only using the tool for creating reports (Managers and Users who only create reports/overviews don't need a license within our tool).

Are the roles different for these Business Administrators?

A2- [Appendix C should be submitted with the number 50 in the pricing estimate.](#)

[Business administrators include managers as well who will be using the tool to provide approvals or to create reports. All business administrators will not be responding to tickets.](#)

Q3- According to Appendix E – Evaluation Criteria and Financial Evaluation, there are a lot of questions that ask for additional documents and information. How does PPS desire to get all this additional documents for example, Service Level Agreements, SOC II reports, etc? Is it suggested to compile everything under one pdf file or separately attaching the documents?

A3- [Bidders can send their supporting documentation as a Zipped file.](#)

- Q4- According to question RS4 d), what actions need to be authorized for remote execution?
- A4- RS4 relates to actions that may be undertaken by the Provider's Information Technology resources including sub-contractors. (D) refers to commands that may be executed against the database, server, or infrastructure components where the solution is hosted.

Supplier # 2

- Q5- PPS mentions 400 total business users and 50 business administrators in the pricing section of the RFP. In section 2.4, it is mentioned that there are 30 Administrators. In order to ensure the most accurate pricing, can PPS provide:
- Total Number of Employees at PPS (Requestors)
 - Total Number of Fulfillers (These users (Fulfillers) are the people who are participating in the resolution to the ticket submitted by the requestor. They would be interacting with the system in a higher capacity than simply submitting requests. This could include IT service desk employees, system administrators for example. These users would have the ability to create, edit or action records in the system.
 - Total number of approvers (business stakeholders). This is an individual that would approve a ticket submitted by the requestor as well as potentially view request records and reports (traditionally director level and higher)
- A5-
- Total Number of Employees at PPS (Requestors) - 400
 - Total Number of Fulfillers - 35
 - Total number of approvers (business stakeholders) - 15
- Q6- Would PPS like the solution to have a native mobile application so that both IT and Business users can submit, view and action requests from anywhere at anytime.
- A6- Bidders are asked to describe user capabilities, whether on desktop, mobile device, whether browser-based or downloadable app, in response to RF7.
- Q7- As a future state capability would PPS like the chosen solution to have the capability to maintain a health and accurate CMDB and have automated discovery, visibility and service mapping to drive additional automation and better service levels?

- A7- Please describe CMDB capabilities in response to RF14.
- Q8- Would PPS like to have a solution with a pre-built integration to Microsoft Teams?
- A8- Bidders are asked to describe MS Teams integration within their response to RF2 or RF15, as applicable.
- Q9- Would PPS like the solution to have a built-in Virtual Agent (chat bot) that understands natural language and can respond automatically with knowledge article and solutions?
- A9- Please describe knowledge base features within response to RF9 or RF21.
- Q10- Would PPS like the solution to have native intelligence and machine learning without the need for integrations or data leaving the platform for analysis?
- A10- Bidders are asked to describe any native intelligence/machine learning/analytical capabilities within their response to RF1, RF21 or RG11, as applicable.
- Q11- Would PPS like to integrate the DevOps team tools into the Change process to speed up changes for release builds while providing visibility to the Change team?
- A11- Bidders are asked to describe Azure DevOps integration within their response to RF2 or RF19, as applicable.
- Q12- Under section 6.4, the bidder shall provide maintenance, technical support and upgrades once the solution is fully implemented. By default, 24X7X365 technical support is provided. All released of software are provided as well as patching while the customer has a valid contract. Does PPS require the bidder to perform the upgrades? This task is typically handled by the customer through their regular patching and upgrade process.
- A12- The bidder's description is correct – the work may be performed by PPS whereas upgraded software will be provided by the supplier.
- Q13- PPS mentions on Page 30, section 6.4 that the bidder shall provide maintenance, technical support and upgrades once the solution is fully implemented, but requirement RG8 asks for knowledge transfer and documentation so PPS can/may support post implementation. Can this

be clarified? Does PPS want the bidder to manage the platform, or does PPS intend to manage in house? Or is a hybrid approach desired?

- A13- RG8 refers to enabling PPS to perform level one user support and to maintain system configuration. Bidders are invited to describe the standard support model offered.
- Q14- Besides setting up SSO and retrieving user information from Azure and Active Directory, are any other integrations required? If so, please describe.
- A14- Please describe integration capabilities with MS Outlook to send automatic ticket notifications and integrations with Business Intelligence tools to allow movement of data from the ITSM tool.
- Q15- Does PPS require data migration from it's current ITSM tool to the new tool? If so, please describe what data needs to be migrated.
- A15- Data migration will not be required.
- Q16- With regards to the Service Catalog, is there a desired number of catalog items needed to be in scope for the project? If so, can you describe the catalog items required?
- A16- PPS will require configuration of catalog items for various categories such as HR, Finance, IT Ops, Business Solutions, Facilities, Communications, Procurement etc. Each of these categories may have many catalog items. For example, in HR, the catalog items may be Onboarding, Offboarding, HR Portal and Health and Wellness.

Supplier # 3

- Q17- With respect to RFP # PPS-RFP-2021-088 I have a question. In section 6.4 the RFP states that the bidder will provide maintenance, technical support and upgrades once the solution is fully implemented. Can you elaborate what PPS means by maintenance and technical support? Maintenance and technical support with respect to the platform/applications or to the infrastructure that the platform resides on?
- A17- Bidders will be required to provide technical support for the ITSM application software. If the solution is cloud-based, the supplier will also provide support of the infrastructure.
- Q18- Would PPS consider extending the submission deadline from 01/17/2022 to 01/21/2022? GoC has a number of strategic initiatives open at the present time and GoC Q4 is extremely busy.

A18- Submission deadline will be extended to Jan 24, 2022, at 2pm.