



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des soumissions
- TPSGC**

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St./11, rue Laurier

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

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

Miscellaneous Special Projects Division (XN)/Division
des projets spéciaux divers (XN)
Canadian Building
219 Laurier Ave. West, 13th Floor
Room 13077
Ottawa
Ontario
K1A 0S5

Title - Sujet e-Procurement Solution (EPS)	
Solicitation No. - N° de l'invitation EN578-131350/H	Amendment No. - N° modif. 036
Client Reference No. - N° de référence du client 20131350	Date 2016-12-05
GETS Reference No. - N° de référence de SEAG PW-\$\$XN-111-30112	
File No. - N° de dossier 111xn.EN578-131350	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-12-21	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Thauvette, Maxime	Buyer Id - Id de l'acheteur 111xn
Telephone No. - N° de téléphone (819) 420-2201 ()	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 (RFP)**Solicitation Amendment: 036****Purpose:**

The purpose of this amendment is to amend the Request for Proposals (RFP) and provide answers to questions received with regards to this RFP.

(A) CHANGES**CHANGE: 231**

At Annex 1, section 5.6.2.1 *General Requirements*, delete requirement q) in its entirety and replace with:

q) provide User access to Service Requests and Incident reports as requested by the GC.

CHANGE: 232

At Annex 1, delete section 5.6.2.7 *Service Desk Reporting* in its entirety and replace with:

5.6.2.7 Service Desk Reporting

The service desk must include a set of standard reports (e.g. incident management reporting, problem management reporting and service reports) that have already been configured for quick-and-easy use.

CHANGE: 233

At Annex 1, section 6.8.2 *On-Going Support Services*,

INSERT:

6.8.2.3 Maintenance:

The Contractor must continuously maintain and upgrade the EPS, including deploying new updates and releases of the commercial-off-the-shelf solution as they become available, for the entire Term of the Contract.

(B) QUESTIONS**QUESTION: 673**

In regards to Annex 3 - Pricing Schedule V4.3, Table 2, Firm Unit Prices for EPS Operational, the units of measure in the Metrics column are based on increments that are too small to accurately reflect the associated incremental software and support costs. We propose the following Units: (R) GC Users = Monthly Firm Unit Price per 500 GC Users, (V) Procurement Users = Monthly Firm Unit Price per 100 Procurement Users, (Z) Catalogue Spend (in Millions) = Firm Unit Price per \$500 Million in Catalogue Spend, (AD) Transactions = Firm Unit Price per 5,000 Transactions.

ANSWER: 673

Canada has considered the proposed change but the units of measure for the Firm Unit Prices for EPS Operational will remain unchanged. Bidders should also note that the Firm Lot Monthly Price in Annex 3 allows the Bidders to include a monthly fee that is not linked to any usage (i.e. Users, Catalogue Spend or Transactions) to cover any on-going costs pertaining to the operation of the EPS.

QUESTION: 674

In regards to Q&A #576 from Amendment 28 confirmed that the Contractor's ITSM will not be used by EPS Users; however item q) from section 5.6.2.1 of Annex 1, version 2.1 states "*provide User online/Portal access to Service Requests and Incident reports*". Please confirm that item q) is no longer a requirement based on the answer provided to question 576 in Amendment 28.

ANSWER: 674

Canada has removed the portion of the requirement specifying online/portal access. However, Canada continues to require access to Service Requests and Incident reports as requested for administration and the monitoring of technical issues related to EPS (in particular for joint issues impacting GC systems). Canada further clarifies that the Users requiring access to such information will be a limited number of GC Authorized Administrators such as the GC's Tier 3 technical support and administrators of GC systems.

Further discussions on how reporting capabilities will be monitored will take place following Contract award. Access to the Contractor's ITSM reports through a portal would be a preferred method by GC Authorized Administrators.

QUESTION: 675

In regards to In Amendment 18, the requirement for shared service desk was removed. In addition, Q&A #576 from Amendment 28 confirmed that the Contractor's ITSM will not be used by EPS Users; however section 5.6.2.6 of Annex 1, version 2.1, item l) states "*Provide to GC complete and continuous access to all requests and incident closure information and data such as...*". Please confirm that this requirement is no longer required. Should it still be a requirement, please clarify which type of users is to have this access.

ANSWER: 675

Please see the response to question #674. GC Confirms that this requirement is required.

QUESTION: 676

In regards to Q&A #576 from Amendment 28 confirmed that the Contractor's ITSM will not be used by EPS Users; however section 5.6.2.7 of Annex 1, version 2.1 states "*The service desk must include a set of standard reports (e.g. incident management reporting, problem management reporting and service reports) that have already been configured for quick-and-easy use through a central Portal*". Please confirm that this requirement is no longer required. Should this requirement remain, please clarify which type of users would access this portal?

ANSWER: 676

Please see the response to question #674.

QUESTION: 677

In regards to Q&A #576 from Amendment 28 confirmed that the Contractor's ITSM will not be used by EPS Users; however section 5.6.2.6 Incident Management of Annex 1, version 2.1 item d) states "*Provide a system to document, manage and track all Incidents, Service Requests, Incident reports and inquiries, regardless of the means by which the Service Requests are submitted (e.g., by telephone, email, fax or direct online input by Users)*". Please confirm that the "direct online input by Users" requirement is no longer required.

ANSWER: 677

The Contractor is responsible to manage a technical service desk that may or may not have the functionality to submit online service requests. For further clarity, the example of direct online input by Users is interpreted as an online (web) service form for Users to submit their requests, not User access into the ITSM to log requests.

The list provided (e.g., by telephone, email, fax or direct online input by Users) are examples to highlight the requirement's statement that the Contractor must "...document, manage and track... regardless of the means by which the Service Requests are submitted".

The requirement will remain unchanged.

QUESTION: 678

In regards to Annex 3 – Pricing Schedule, Cell B48, Firm Unit Price per \$1M Spend, the \$1 Million increment for spend is very small. Would the Crown consider raising the increments to \$500M to take into consideration that SaaS infrastructure environments need to be scaled in larger increments?

ANSWER: 678

Refer to the answer to question #673.

QUESTION: 679

A key value proposition with a multi-tenant cloud solution is the software vendor makes significant ongoing investments in developing new functionality, enhancing existing functionality, and improving the solution's underlying technology infrastructure. These enhancements are delivered to all tenants as part of a standard subscription. With a hosted on-premise solution deploying similar enhancements requires independent and sometimes complex projects that can be expensive to execute. A potential outcome, after ten years, is the multi-tenant cloud solution will continue to deliver best-in-class capability on leading-edge technology, while the hosted on-premise solution could remain unchanged unless a decision is made to execute new projects. With the deletion of 10.23.2 a) we understand that a Bidder with a hosted on-premise solution is not contractually obligated to always deploy the newest available capability on the best available infrastructure. Assuming we have interpreted this change correctly, can the Crown please clarify how it will evaluate the resulting value difference between a multi-tenant cloud and a hosted on-premise software model?

ANSWER: 679

Canada's requirement for the EPS to be continuously maintained and upgraded is contemplated in section 6.8.2.2 *Releases, Modifications and Updates* of the SOW. However, Canada recognizes that the language may be insufficient to address the concern raised by the potential Bidder. As such, please see the Changes section of this RFP amendment for modified wording.

QUESTION: 680

If the scope of the work required from the Contractor changes (or rework is needed), as a result of the reorganization of the client as identified in Section 7.1.3, please confirm that this changed will be managed through the TA process?

ANSWER: 680

Correct, should Canada require additional services in support of a reorganization of Canada, such services will be requested through the TA process.

QUESTION: 681

In regards to Section 7.20.1, it states "*The Contractor guarantees that the EPS Documentation contains enough detail to permit Canada to access, test and use all features of the EPS.*" Please confirm that the determination of whether the level of detail is sufficient will be based on an agreement between the Crown and the Contractor.

ANSWER: 681

Confirmed.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.