Corporate Finance Department

*Materials Management Division*   **820-2018 ADDENDUM 1**

## REQUEST FOR PROPOSAL FOR A CITY OF WINNIPEG ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION

ISSUED:     October 10, 2018
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### URGENT

**PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL**

**THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**
Template Version: Ar20160708

**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly.  Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.**

## QUESTIONS & ANSWERS

Q1     What type of data (PII, PHI, PCI, etc.) is being stored in the solution?

    A1     PCI data is not stored in the solution. Any personal health information would remain in their current resident systems such as our HR system (PeopleSoft) and if they were exposed to the ECM system similar access rules would be applied through configured security.

Q2     Will City of Winnipeg security group allow to go off-premise with this data?

    A2     An off premise hosting solution can be bid although the data centre must be resident in Canada.

Q3     Are there any regulatory requirements (e.g. PCI, HIPAA, FTI, CJIS, trusted systems, NRC, NERC FERC …) the prequalified proponent needs to adhere to?

    A3     As noted in item 2. PCI is really a non-issue while the other information types are out of scope.

Q4     Are there any 3rd party audits or certifications (e.g. SOC, ISO, HIPAA, PCI, FedRamp, …) that the prequalified proponent needs to provide?

    A4     No PCI related certifications required. SOC, ISO, HIPAA, FedRamp are not in scope of this ECM solution.

Q5     What are the required service levels (e.g. availability, RPO, RTO, …)?

    A5     Service level definition specifically to the ECM space does not currently exist nor are service levels for the future state defined at this time.  Generally speaking, our enterprise systems are required to have sub second response times and somewhat longer for reporting routines and availability at 3-4 9s.  These are factors of the back end architecture for the most part but it would be the best we could provide at this time.

Q6     Does the data need to be stored in specific country?  Does the system need to be supported by in-country resources?

A6      See Q3.  Support models could feature on and off shore resourcing.

Q7      Is there a requirement for public Internet access to the data?

A7      Requirement may be too strong of a word but "Expectation" would be in scope.

Q8      Does this project have a budget associated with it?

A8      Yes, a significant business casing process has preceded this stage.

Q9      Are there any compelling events (e.g. regulatory, EOL, hardware refresh, software upgrade, divestiture, …) the prequalified proponent need to be aware from a business use case perspective?

A9      Drivers for this investment include City bylaw non-compliance but focus more on the sub optimal current state of the City's process and technology enablement of Enterprise Content Management.

Q10    Where can I find the details for the pre-commencement meeting mentioned in D6.2?

A10    Refer to D13, Pre-commencement meeting will be done after award.

Q11    Is there anything in addition to the appropriate response codes that is expected in completing Form N?

A11    You can provide any other pertinent information supporting your answers on Form N as an attachment referring to those questions.

Q12    B17.1 references the "Scope of Services" requirements. Where can I find this information?

A12    Refer to D3 – Scope of Work

## PART E – SPECIFICATIONS

Revise E2 to read:

### E2.    GOODS AND SERVICES

E2.1    The Contractor shall supply an Enterprise Content Management (ECM) System in accordance with the requirements hereinafter specified.

E2.2    Item No. **7, 14, 21** - Server – initial server-side shall be provided for back office infrastructure installation at City of Winnipeg facilities.

E2.3    Item No. **1, 8 15, 22**- License – one-time per device shall be provided for users.

E2.4    Item No. **2, 9, 16, 23** - Maintenance/Support – annual per user shall be provided for each license. The Proponent will provide support in accordance with specifications.

E2.5    Item No. **3, 10, 17, 24**- Professional Services – Installation and Setup – Installation, configuration, and testing of the solution will be completed by the Contractor.

E2.6    Item No. **4, 11, 18, 25** – Professional Services – Administrator Training – Training for City of Winnipeg administrative resources shall be provided by the Contractor.

E2.7    Item No. **5, 12, 19, 26**- Professional Services – End-User Training / Orientation / Documentation – training for internal users, IT technical documentation, and all training documentation shall be provided to the City of Winnipeg by the Contractor.

E2.8    Item No. **6, 13, 20, 27** – Premium Support (per use) – Escalated expert support for administrators on incidents on a 7x24 basis; may be in-person, on-phone and/or online.