



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

Office of the Auditor General of Canada
Bureau du vérificateur général du Canada
E-mail: suppliers@oag-bvg.gc.ca

**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 et pat la présent révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Solicitation Closes / L'invitation prend fin

At – à :
**14:00 Eastern Time /
14h00 Heure de l'Est**

On- le: December 6, 2023/ 6 decembre, 2023

Title/Titre: Database administration and monitoring services	
Solicitation No / N° de l'invitation : RFP 397	Amendment No. – N° modif. 005
Date 24 Novembre 2023	
Address Enquiries to / Adresser toutes questions à suppliers@oag-bvg.gc.ca	
Telephone No. / N° de téléphone	
Destination of Goods, Services and Construction / Destination des biens, services et construction Specified Herein Précisé dans les présentes	
<p>Instructions: Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.</p> <p>Instructions: Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.</p>	
Vendor Name and Address / Raison sociale et adresse du fournisseur	
Telephone No. / N° de telephone:	
Name and title of person authorized to sign on behalf of vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)	
Name/Nom _____	
Title/Titre _____	
Signature _____	Date _____



This solicitation amendment is raised to:

1. Provide answers to Bidder questions in relation to this solicitation; and
2. Amend the RFP document.

Questions and Answers:

Question 1: Firm Fixed Hourly Rate Services (Basis of Payment (s. 7.7) and Invoicing (s.7.8)): The resulting contract is unclear on how the services rendered on the firm hourly rates will be requested, invoiced and paid. The resulting contract does not have a task authorization process or alternatively does not set a fixed number of hours per month that the contractor will be required to perform. How will the contractor be notified when the hourly services will be required? Also, section 7.8 indicates that invoices cannot be submitted until all of the work identified in the invoice has been completed. If the contractor is working on an hourly basis on a service, that service may take months to be completed. Is the intent that the contractor will only be able to invoice for such hourly service once completed?

Answer 1: The services rendered for a firm hourly rate are described in section III.A and section III.C of the Annex A, Statement of Work. The Contractor will be directed to perform this work at the request of the OAG Technical Authority. These services will be billed on a monthly basis in accordance with paragraph 7.7.4 at Part 7 to the RFP.

Question 2: Basis of Payment – Fixed Monthly Price and Services delivered under Section III B. iii of Annex A: Would the OAG agree to include a process by which recommendation to ensure that the PRD, UAT and DEV environment operate correctly, are costed and paid separate from the fixed monthly price or included as part of the basis of payment for Section III.A and Section III.C (firm hourly rate via a task authorization)?

Answer 2: The services rendered for a fixed monthly price are described in section III.B of the Annex A, Statement of Work. The Contractor must perform all of the listed tasks to be paid the fixed monthly price.

Question 3: Basis of Payment – Services delivered under Section III.A (h): Would the OAG agree to move the services to be rendered under III.A(h) as part of the fixed firm fees? Alternatively, the services could be included pursuant to a task authorization whereby the parties agree on a monthly rate for such services. Alternatively to that, OAG should remove the word ‘maintenance.’

Answer 3: For greater clarity, the maintenance under section III.A(h) refers to organising the created repositories. These services will be paid on a firm hourly rate basis.

Question 4: Canada To Own Intellectual Property Rights in Foreground Information – SACC 4007: Considering the work contemplated by the RFP and the fact that the contractor will be using its own tools to perform the monitoring services (see section III.B (i) of the SOW), the Contractor should own intellectual property rights in the foreground information. In addition, the contractor intellectual property will be used to create and maintain of repositories for storing incrementally metrics information related to health indicators for each Oracle and SQL Server DEV, UAT and PRD environments (section III.A (h)). The contractor is not willing to provide a license to such intellectual property as it will severally impact its future operations and use of such intellectual property.



We respectfully request that SACC 4007 be replaced with SACC 4006 (Contractor to own intellectual property rights in the foregoing information).

Answer 4: Canada will not claim ownership of any background information, specifically intellectual property that predates the execution of the work under contract. Canada wishes to licence the background information and own the foreground information, specifically the deliverables resulting from the execution of the work under contract. SACC 4007 will be retained.

Question 5: Security Requirements – Section 7.3: Under PSPC Contract Security Program (CSP), a security clearance is linked to a specific contract. If an individual no longer performs work under a contract with security requirements, the Contract Security Officer (CSO) must provide notice to the CSP which will then suspend that individual's security clearance. It is not clear from section 7.3 if the OAG will be conducting the security clearances required for individuals performing work under this contract or whether this contract will be registered with the CSP so that individuals' security clearance provided by it can remain active. Please clarify.

Answer 5: The OAG will be conducting the security clearances required for the Contractor's resources performing the work under the resulting contract. This contract will not be registered with the Contract Security Program.

Question 6: Please advise if OAG is currently working with an incumbent whether in a managed service or staff augmentation capacity (via TBIPS as T&M or other contract mechanism), and if yes who is the incumbent, contract # and term, type of roles provides, and TCV?

Answer 6: There is currently an incumbent carrying out database administration and monitoring work, under a competitive contract resulting from an open bidding process. The incumbent is RPDATA Solutions Inc., contract # P1800477 and duration of the contract is from March 1, 2018 to December 31, 2023. The total contract value is \$999,856.77 including taxes.

Question 7: Regarding Q&A #21 – Should we be successful in our RFP submission; we respectfully reserve the right to negotiate the number of OAG provided laptops. The estimated OAG number of laptops/resources does not align with the dedicated number of resources required in order to satisfy the reporting and resolution of issues as outlined in both timeframe tables in Section III – B & C.

Answer 7: The number of laptops provided will be mutually agreed by the OAG and the winning bidder.

Question 8: Regarding Q&A #23 – OAG describes the service level as 'best effort' for platforms no longer supported by the DB supplier. Respondent reserves the right to have OAG agree to a Risk Letter for platforms which are no longer supported by the DB supplier.

Answer 8: For greater clarity, in the Answer 23 of Amendment #3, the "best effort" means that the Contractor will not be held responsible for any services that cannot be performed because of the environment limitations. The risks associated with platforms no longer supported by the DB supplier, which is known and already accepted by the OAG, will be communicated to the Contractor before starting work. The OAG expects the Contractor to work on unsupported platforms. Options must be put on the table where possible, aligning with either existing or target state architectures. Section III – Description of Work, first paragraph of Annex A-SoW has been modified accordingly, see below.



Question 9: Regarding Q&A #37 - What is the expected form of communication with OAG when suppliers need to resolve issues?

Answer 9: The expected form of communication is email communication, as it is integrated with OAG internal ticketing system. Where necessary, the email communication can be followed up by a phone call, as long as traceability is maintained throughout resolution of the issue.

Question 10: Considering the vast number of technical considerations required to properly solution this RFP requirement, and the fact that critical answers to fully understanding OAG's DB environment was only received on Friday Nov 17, 2023 (one working week before the bid due date), we respectfully request a 1-week extension to address this latest information.

Answer 10: The RFP closing date has been extended to December 6, 2023.

RFP Amendment:

Annex A- Statement of work, Section III. DESCRIPTION OF WORK, delete the first paragraph under this section:

“In consideration of the operating environment described in section II, the required work consists of database administration and support services (described herein at sub-section A); database monitoring services (described herein at sub-section B); maintenance and development services (described herein at sub-section C). Note that reports introduced in this section are summarized in section V, Reporting Requirements.”

And replace with the following:

“In consideration of the operating environment described in section II, the required work consists of database administration and support services (described herein at sub-section A); database monitoring services (described herein at sub-section B); maintenance and development services (described herein at sub-section C). With regard to platforms that are currently no longer supported by the DB supplier, or will be no longer supported by DB supplier during the execution of the contract, the OAG expects the Contractor to work on the unsupported platforms by providing service level as “best effort”. The “best effort” means that the Contractor will not be held responsible for any services that cannot be performed because of the environment limitations, as the risk associated with platforms no longer supported by the DB supplier will be accepted by the OAG and communicated to the Contractor before starting work.

Note that reports introduced in this section are summarized in section V, Reporting Requirements.”