

RPRa Registry RFP - QUESTIONS AND ANSWERS (April 13, 2017)

The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. To the extent that changes to the RFP are required based on the questions received, the RFP has been modified as noted above in the RFP section of this Addendum.

Q#	Questions and Answers
1	<p><u>Question:</u> On page 6 in the Pre-Bid Information Meetings section, it states that: ...“Vendors which participate in a pre-bid information meeting are not required to submit a proposal.” Please clarify that if we participate in a pre-bid meeting, we are not required to submit a proposal.</p> <p><u>Answer:</u> Vendors who participate in pre-bid meetings are not required to submit a proposal if they do not want to bid. Proposals are required if vendors wish to bid. For greater clarity, vendors who do not submit proposals by the deadline in the RFP will not be considered for the development of the Registry regardless of whether they had a pre-bid information session.</p>
2	<p><u>Question:</u> On page 7 in the Project Management and Cost Estimation Information section, it states that “...vendors should submit a sample of their cost estimation model used to calculate project effort, timelines and cost estimates as part of their proposal. If a recognized formal cost estimation model is used (either paper-based or software) it should be specifically referenced.” We consider this to be part of our Intellectual Property, and will provide an estimate, but not our cost model itself. Please confirm this requirement. Also, if it stands, will we be disqualified for not including it?</p> <p><u>Answer:</u> Vendors who do not submit a cost estimation model will not be disqualified from the bidding process. However, we encourage vendors to provide RPRa with some information on how they determined cost estimates.</p>
3	<p><u>Question:</u> Section 3.3.1. states that “RPRa will be the sole and exclusive owner of all intellectual property (IP) and work product emanating from, and developed during the course of the contract. RPRa may, at its sole discretion, enter into a licensing or other agreement with the selected vendor regarding future vendor usage of such IP and work product.” Is RPRa willing to amend this condition?</p> <p><u>Answer:</u> RPRa will consider the exact language around the ownership of IP and work product when we enter into contract negotiations. RPRa will seek to find a solution amenable to all parties.</p>
4	<p><u>Question:</u> Out of respect for our existing customers, it is our policy not to provide specific contact information with our references until we have either been short-listed or selected. Please advise whether you are amenable to this.</p> <p><u>Answer:</u> RPRa would accept a generic reference to previous similar engagements be included (e.g. Company XYZ, with ABC employees, and implemented a system including DEF solutions). Vendor references will only be contacted if a vendor is selected (prior to entering into negotiations).</p>

5	<p><u>Question:</u> Would the RPRA grant an extension to the Submission Deadline?</p> <p><u>Answer:</u> No extension is being granted. This was addressed in Addendum #1</p>
6	<p><u>Question:</u> Would the RPRA grant an extension to the Submission Deadline?</p> <p><u>Answer:</u> No extension is being granted. This was addressed in Addendum #1</p>
7	<p><u>Question:</u> Are follow-up questions to the answers allowed?</p> <p><u>Answer:</u> Yes, if they are submitted before the deadline.</p>
8	<p><u>Question:</u> How many potential vendors have received this solicitation?</p> <p><u>Answer:</u> The RFP was published on the RPRA, MERX and Biddingo websites. Those companies that were invited to bid on the first phase of the development of the registry were invited to participate. We are unable to quantify how many people have received the solicitation.</p>
9	<p><u>Question:</u> Does RPRA require estimates for all phases outlined on the roadmap?</p> <p><u>Answer:</u> RPRA only requires financial estimates for the information as outlined in section 5.3 of the RFP.</p>
10	<p><u>Question:</u> What is the existing Registry system from which data will be migrated what are the financial, accounting, operational and regulatory systems already in place)?</p> <p><u>Answer:</u> There is no existing Registry system. Data needs to be migrated from Microsoft Excel, the current RPRA Datacall (an SQL server database sitting at the back end of a web application) and from stewardship organizations who are using a variety of systems which could include but are not limited to SAP, SQL servers, Microsoft Dynamics, etc.</p>
11	<p><u>Question:</u> What is the current accounting system?</p> <p><u>Answer:</u> QuickBooks</p>
12	<p><u>Question:</u> Are automated payments part of the account system requirements?</p> <p><u>Answer:</u> Yes, see section 3.1.5 of the RFP.</p>
13	<p><u>Question:</u> Do you already have an EDI vendor?</p> <p><u>Answer:</u> No.</p>
14	<p><u>Question:</u> Do have a preferred or in-house ETL?</p> <p><u>Answer:</u> No.</p>
15	<p><u>Question:</u> Do you have a preferred payment gateway?</p> <p><u>Answer:</u> No.</p>

16	<p><u>Question:</u> Regarding the mobile off-line requirement - is this geared toward internal staff or the public?</p> <p><u>Answer:</u> Internal staff.</p>
17	<p><u>Question:</u> What is the current case system and how many case types are in the current system?</p> <p><u>Answer:</u> RPRA does not currently have a case management system. Stewardship organizations are currently using a variety of systems which could include but are not limited to SAP, SQL servers, Microsoft Dynamic. Case data (amount unknown) will need to be migrated from stewardship organizations. See section 3.2.1 of the RFP.</p>
18	<p><u>Question:</u> Are you looking for an ITIL solution?</p> <p><u>Answer:</u> Not specifically, a vendor can recommend a solution they see fit.</p>
19	<p><u>Question:</u> Our experience with implementing registry solutions for regulatory bodies generally includes a required annual renewal process along with registration. There is no mention of this in the RFP. Is this a requirement doe RPRA?</p> <p><u>Answer:</u> Currently unknown, but it is possible it will be a future requirement.</p>
20	<p><u>Question:</u> Section 3.1.5 is specific in stating that the financial requirements are mostly centered on the collection fees and that integration with an existing accounting system is needed. Please confirm if RPRA has an existing accounting system that our proposed solution must integrate with, or is a complete accounting/financial suite required as part of this proposal?</p> <p><u>Answer:</u> A complete accounting/financial suite is required as part of this proposal. See section 3.1.5 of the RFP.</p>
21	<p><u>Question:</u> Can RPRA please share more information on the data migration pilot with Datameer/Hadoop? i.e. specifically what were the results, how much data was piloted, why was this pilot completed?</p> <p><u>Answer:</u> This information will be provided to those who provide RPRA with a statement of no conflict of interest (Appendix A) and enter into a confidentiality undertaking with RPRA (Appendix B).</p>
22	<p><u>Question:</u> Does RPRA expect the use of Datameer and Hadoop as part of our proposed solution, or is RPRA open to other solutions?</p> <p><u>Answer:</u> RPRA is open all solutions.</p>
23	<p><u>Question:</u> Can RPRA provide more detail on the nature of inspections/investigation completed? How many inspections and/or investigations do you anticipating in a year? What is the frequency and duration of these investigations/inspections?</p>

	<u>Answer:</u> We do not have that information at this time.
24	<p><u>Question:</u> There is a requirement to report on and analyze GIS data. Does RPRA have access to ESRI or other GIS services? If so, which versions? If not, does RPRA anticipate acquiring access to GIS information as part of this solution? What GIS system would RPRA like to use?</p> <p><u>Answer:</u> RPRA does not currently have GIS services. GIS integration for reporting is one of the deliverables. See section 3.1.8 of the RFP. RPRA is open all GIS solutions.</p>
25	<p><u>Question:</u> Regarding 5.2.14: Our company is willing to negotiate a reasonable holdback but are unable to provide financial and legal guarantees. Our company cannot be held responsible for any budget overruns or delivery timelines due to actions or inaction by RPRA. Is RPRA amicable to this?</p> <p><u>Answer:</u> RPRA may negotiate holdbacks or other forms of financial and legal guarantees to ensure delivery of the solution and performance of the services to its entire satisfaction in accordance with the negotiated timelines. As part of their proposal vendors should specify the form and value of assurances they can provide to RPRA that the project will be delivered on time and on budget.</p> <p>During the negotiations, RPRA will work with the successful vendor to outline liability should the budget overruns or delivery timelines be the responsibility of RPRA.</p>
26	<p><u>Question:</u> 5.3.1 Solution Costing Detail - Would RPRA consider not including the Financial evaluation and use only the Technical capabilities and references of the bidders in having implemented similar capabilities?</p> <p><u>Answer:</u> RPRA will be evaluating the proposals in accordance with the RFP which includes an evaluation of both the Financial and Technical content as outlined in the RFP. The RFP does state that finalization/clarification of financial estimates, milestones and work packages may occur prior to signing any contract and that this effort is anticipated to occur on a continuing basis, throughout the contract and project life. See section 5.2.16.1 of the RFP.</p>
27	<p><u>Question:</u> 5.3.1 Solution Costing Detail - Would RPRA consider adopting a time-boxed Discovery phase for each service capability instead of requesting a License Cost and Implementation Cost for each of the years of contract term?</p> <p><u>Answer:</u> RPRA will be evaluating the proposals in accordance with the RFP which includes an evaluation of both the Financial and Technical content as outlined in the RFP. The RFP does state that finalization/clarification of financial estimates, milestones and work packages may occur prior to signing any contract and that this effort is anticipated to occur on a continuing basis, throughout the contract and project life.</p>
28	<p><u>Question:</u> APPENDIX B: Confidentiality Undertaking To Resource Productivity and Recovery Authority (RPRA)</p> <p>The term "Recipient" means any vendor, organization or person participating in the RPRA RFP dated March 24, 2017 and entitled RFP for the Registry System ("RFP"). The</p>

	<p>Recipient's employees, agents, owners, managers, consultants, associates, subcontractors and the like are herein collectively referred to as the "Representatives". We believe that this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Services Provider (CSP) personnel that are hosting the solution? CSP personnel are required to sign an NDA, that covers all customer data, not specifically the data belonging to a single tenant of the system. Additionally, we assume that the confidentiality language that is incorporated as part of the overall cloud/SaaS subscription agreement will meet this requirement. Can RPRA modify this requirement to reflect that this is not required for CSP employees hosting the solution?</p> <p><u>Answer:</u> "Representatives" would include CSP personnel. The Recipient (i.e., the vendor) is required to ensure that its Representatives (CSP personnel) do not disclose the Confidential Information. If the Recipient has an NDA in place with Representatives, then that is satisfactory.</p>
29	<p><u>Question:</u> Section 1, Introduction, and section 3.1 Solution Components state, "the solution must reside in a secure Canadian data centre." We assume that if a proponent proposes a solution that will be hosted in a Canadian Data Centre at time of solution go-live that we will meet this requirement? Please confirm our understanding.</p> <p><u>Answer:</u> Yes your understanding is correct.</p>
30	<p><u>Question:</u> Section 3.1.6 Access to Data - Please clarify if you would like the response to include a data lake solution or if the requirement is to integrate with an existing or future solution to be acquired outside of this RFP?</p> <p><u>Answer:</u> The vendor response should include a data lake solution recommendation. See section 3.1.6 of the RFP.</p>
31	<p><u>Question:</u> 3.1.6 Visualization - Is there a requirement to utilize Tableau in the proposed solution?</p> <p><u>Answer:</u> There is no requirement to utilize Tableau specifically but a robust visualization tool is a deliverable.</p>
32	<p><u>Question:</u> 3.1.9 IT Infrastructure, Commercial Status - Public or private facility; economic viability and track record; escrow and similar arrangements available. For PaaS/SaaS solutions, a Cloud Services Provider (CSP) would be responsible for maintaining access in terms of performance and availability to RPRA's data. RPRA's data would be owned by RPRA. RPRA would have access to its data and metadata, but not all of the PaaS/SaaS solution source code. RPRA would have full rights to extract their data at any time during the subscription service. However, PaaS/SaaS CSP does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the CSP's PaaS/SaaS environment. Therefore, can RPRA remove the source code escrow requirements?</p>

	<p><u>Answer:</u> RPRA does not necessarily require escrow arrangements. The RFP requires that the vendor describe if that service is available but does not make it a requirement. This point will be further discussed in contract negotiations with the successful vendor.</p>
33	<p><u>Question:</u> 5.2.13. Three nines (99.9%) system availability - The proposal submission must provide details on how the solution will meet this requirement and the reporting to provide actual performance information against the final Service Level Agreement (SLA).</p> <p>5.2.8 Managed Services Vision</p> <p>Vendors must provide a copy of their proposed Service Level Agreement (SLA) with the proposal. The actual SLA will be finalized during the final negotiation process.</p> <p>The Cloud Service Provider (CSP) is a service provider and RPRA would be one of hundreds of thousands of customers using the service. CSP uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events.</p> <p>Support service levels are generally defined by the service provider and based on the level of support purchased by the customer.</p> <p>RPRA indicates that the availability SLA can be “finalized during the final negotiation process”. Therefore, we assume this requirement can be negotiated and proposed through the RFP process?</p> <p><u>Answer:</u> That is correct and this will be negotiated and finalized during the development of the contract.</p>