



# 953-2015 ADDENDUM 1

## REQUEST FOR PROPOSAL FOR UPGRADE OF THE CITY OF WINNIPEG'S BMC REMEDY ENVIRONMENT

### URGENT

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

ISSUED: June 30, 2016  
BY: **Andres Villafana**  
TELEPHONE NO. 204 - 986-3608

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

Template Version: Ar20150806

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.

### Part D-Supplemental Conditions

#### **D4. DEFINITIONS**

Add D4.1(h) and D4.1(i)

D4.1(h) "OTB" means "Out of the Box" (see Section D 4.1e)

D4.1(i) "UAT" means " User Acceptance Testing"

### Questions & Answers

Q1 Does the City Own SRM licensing,

A1 Yes the City owns SRM licenses, the product is not in use, therefore no upgrade path is required.

(a) Unless however, it is part of something that we do use.

(b) We will consider the Vendor's Recommendation.

Q2 Is the City interested is using newer BMC Toolsets?

A2 We don't know enough about the new toolset to make a judgment on suitability for our needs. We will consider the Vendor's Recommendation.

Q3 Is it in scope to Upgrade ADDM?

A3 The City will update the ADDM as required and make it available for the vendor, It will the vendor's responsibility to integrate updated ADDM into Remedy.

Q4 How much time is the norm for UAT?

A4 we don't have a norm, we want to be very thorough, 2 weeks seems reasonable,

Q5 Do you Provide resources for the Testing

A5 Yes, The City will provide Staff for UAT.

Q6 Will we have a net new environment or the use the current Dev. environment?

A6 We will look to the vendor for guidance, but we can provide a net new Environment if required.

Q7 Do we need to have Dev. and Prod available at all times to the City

A7 Yes, PeopleSoft related updates are happening all the time

Q8 Can we get a list of the Modules in use v/s what we're licensed for?

A8 Not at this time the vendor will need to rely on their own discovery.

Q9 When do we want to start and finish by?

A9 We are expecting a September Start and would like to finish before the new year, but understand it could go into 2017.

### **General Advice**

1. Bidders can arrange to remotely access the City of Winnipeg Remedy System by contacting the Contract Administrator  
Andres Villafana  
**PH:** 204-986-3608,  
**Email :** [avillafana@winnipeg.ca](mailto:avillafana@winnipeg.ca)
2. Bidders are reminded that all sections in the RFP that are to be evaluated should be responded to. It is suggested that responses should contain the number from the RFP, the question or statement and then the response directly below.
3. Part C - General Conditions contains a link to The General Conditions for the Supply of Goods - [http://www.winnipeg.ca/matmgt/gen\\_cond.stm](http://www.winnipeg.ca/matmgt/gen_cond.stm) which contains definitions for "may", "should", "shall" and "must".  
Bidders are advised to review these definitions.
4. Bidders are advised to review B24.2. Submissions may be deemed non responsive if they are conditional or contain additions, deletions, alterations or other irregularities