

Schedule A

SCHEDULE A – DATA SHEET

SECTION	ITEM
A1.00 – General Information	
A1.01 – Description of Goods and/or Services	Description of Goods and/or Services: The City is seeking to procure an Information Technology Service Management (ITSM) solution
A1.02 – RFP Number	The RFP Number is 300-2023 .
A1.03 – Contact Person and Requests for Information	The name of the Contact Person is: Mark Doornbos The Contact Person may be contacted via email: MDoornbos@winnipeg.ca

Schedule A

SECTION	ITEM
A2.00 – RFP Information	
A2.01 – Timetable	TIMETABLE
	Issuance of RFP Documents October 18, 2023
	Registration Deadline for Proponents Meeting October 25, 2023
	Proponents Meeting October 26, 2023
	Deadline for Proponents to submit RFIs October 27, 2023
	Deadline for posting RFI responses October 30, 2023
	Deadline for issuance of Addenda October 30, 2023
	Stage 1 - Intent to Bid Deadline November 2, 2023, 12:00 CT
	Deadline to submit confidentiality agreement Not Applicable
	Anticipated date range for Stage 2 - Interview November 9, 2023 to November 16, 2023
	Anticipated date range for Stage 3 - Demonstration November 30, 2023 to December 14, 2023
	Stage 4 - Pricing Proposal Submission Deadline January 11, 2024, 12:00 CT
	Anticipated Stage 5 – Negotiations Proponent selection January 18, 2024
Anticipated Stage 6 – Award Final Agreement execution date range February 22, 2024 to March 21, 2024	
A2.02 – Background Information	Background Information will be provided to the Proponents on MERX.
A2.03 – Maximum number of Proponents that can be progressed to Stage 2	6

Schedule A

SECTION	ITEM		
A2.04 – Evaluation Criteria for additional screening (if applicable)	Evaluation Criteria		Weight
	Firm profile and experience of proponent and subcontractors		30
	Post project support services		15
	Modules and Functionality		40
	Differentiating functional requirements		15
A2.05 – Evaluation Criteria for Stage 2 - Interview	Evaluation Criteria		Weight
	The extent to which the Proponent's Solution meets the City's Solution Objectives		90.9
	Firm profile and experience		70%
A2.06 Maximum number of Proponents that can be progressed to Stage 3	4		
A2.07 – Evaluation Criteria for Stage 3 - Demonstration	Evaluation Criteria		Weight
	The extent to which the demonstration shows the Shortlisted Proponent's Solution meets the City's Solution Objectives		86.4%
	The extent to which the demonstration shows the Shortlisted Proponent's Solution meets the City's Professional Services Objectives:		7.5% (subtotal of 1, 2, 3)
	1)	Project Plan, Methodology and Schedule	2.5%
	2)	Data migration approach and access to historical data	2.5%
	3)	Post project support and services	2.5%
	Solution integration risk		2.5%
	Experience of Key Personnel Assigned to the Project		3.6%
A2.08 – Minimum Passing Score on Stage 3 - Demonstration	The minimum passing score on the Stage 3 - Demonstration is 70% .		

Schedule A

SECTION	ITEM	
A2.09 – Weighting for Components of Overall Score	Component of Overall Score	Weight
	Stage 2 - Interview (or optional criteria)	7
	Firm profile and experience	7
	Stage 3 - Demonstration	81
	The extent to which the demonstration shows the Shortlisted Proponent’s Solution meets the City’s objectives	70
	Project Plan, Methodology and Schedule	2
	Experience of Key Personnel Assigned to the Project	3
	Data migration approach and access to historical data	2
	Solution integration risk	2
	Post project support and services	2
	Stage 4 - Price	12
	Price (Implementation + 5 year cost)	10
	Pricing model scalability	2
A2.10 – Maintaining Prices and Proposal Commitments	As per RFP	
A2.11 – General Proponents Meeting	The City encourages all proponents to attend the General Proponents Meeting to learn about the new Information Technology (IT) RFP process and what to expect at each stage.	
A2.12 – Prohibited Contacts	Not Applicable.	
A2.13 – Ineligible Persons	Not Applicable.	
A2.14 – Confidentiality Agreement	Proponents are not required to execute a confidentiality agreement.	
A2.15 - Disclosure	<p>Companies that provided cost estimates and/or descriptions or demos relating to the Goods and/or Services that are the subject of this RFP document:</p> <ol style="list-style-type: none"> 1. EasyVista (provided information on their services, a demo, and pricing estimate) 2. Micro Focus (now part of OpenText) - provided information on their services, a demo, and pricing estimate 	

Schedule A

SECTION	ITEM
	<ul style="list-style-type: none">3. Freshworks - provided information on their services4. SolarWinds - provided information on their services5. BMC Helix - provided information on their services6. ServiceNow - provided information on their services
A2.16 – One Proposal Per Person	There are no exceptions to RFP 7.4

Schedule A

SECTION	ITEM	
A3.00 – Contract and Goods and/or Services Information		
A3.01 – Contract Term and Extensions	Contract Details	
	Contract Length	1 year (Hosted Services)
	Number of mutually agreed one-year extensions	4
	Anticipated contract start date	Date of award (Professional Services)
A3.02 – the City Policies	Records Management By-Law 123/2020; AS-006; AS-015	
A3.03 – Data Sensitivity Level	3	
A3.04 – Limit on Liability	The limit on liability cap is twice the value of the first year of Contract Price (includes implementation and hosting for first year)	
A3.05 – Insurance	<p>The Consultant shall provide evidence of the following:</p> <ul style="list-style-type: none"> (a) Professional Errors and Omissions Liability in the amount of not less than \$500,000 per claim and \$1,000,000 in the aggregate. <ul style="list-style-type: none"> i) Professional Liability to remain on file for 12 months following completion of the services. ii) Policies to be taken out with insurers licensed to carry on business in the province of Manitoba. iii) Deductibles to be the responsibility of the Consultant 	