



Request For Proposals

Value driven

Professional Services for Microsoft Office Sharepoint Services

Professional Services to assist Yukon government in developing short and long term guidelines, standards and plans required to support a Microsoft Office Sharepoint Server (MOSS) solution

Highways and Public Works
Information and Communications Technology (ICT)
February 5, 2009

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Section 1: QUICK REFERENCE

1.1 CONTACT PERSON

Proponents are advised to carefully read and follow the instructions set out in this Request for Proposals (RFP), as any variation from them may result in a proposal being rejected. Questions regarding the specifications of this project should be directed to:

Aaron Hachey, Network Solutions Architect
Highways and Public Works – ICT
Network Services
(867)667-5326
aaron.hachey@gov.yk.ca

Information obtained from any other source is not official and may be inaccurate.

1.2 TYPE OF PROJECT

This will be a Value Driven project. Proposals will be evaluated on the basis of evaluation criteria included in this RFP (See Evaluation Criteria.)

1.3 CLOSING DATE AND TIME

March 5, 2009 at 4:00pm pst

1.4 LAST DAY FOR ISSUE OF ADDENDA

No addenda will be issued within 48 hours of the closing date and time, except to extend the closing date and time.

1.5 MAXIMUM VALUE OF RFP

N/A

1.6 TIMELINE FOR PROJECT

Deliverables:

- Second Draft of documents: i, ii, iii and iv due April 20, 2009
- Final Documents: i, ii, iii and iv due June 5, 2009
- Second Draft of document: v due July 31, 2009
- Final Document: v due August 28, 2009
- Second Draft of documents: vi and vii due October 30, 2009
- Final Documents: vi and vii due March 31, 2010

Please see Section 4.5 for details on each deliverable.

1.7 RFP BRIEFING MEETING

An RFP briefing meeting is scheduled for: 2pm pst, Thursday February 26, 2009. Please contact Aaron Hachey at 667-5326 or aaron.hachey@gov.yk.ca for details.

Section 2: SUBMISSION OF THE PROPOSAL

Questions regarding the submission of proposals may be directed to the Contract Services Office at (867) 667-5385 prior to the closing date and time.

Proposals that are faxed or e-mailed will not be considered.

Proponents are solely responsible for their own expenses in the preparation and delivery of proposals.

2.1 PROPOSAL FORMAT

The following format and sequence should be followed in order to provide consistency in proponent response and to ensure each proposal receives full consideration.

- a) Signed and completed copy of Proposal Form A.
- b) A title identifying the RFP.
- c) Table of Contents including page numbers.
- d) A short (one or two page) summary of the key features of the proposal.
- e) The body of the proposal.
- f) References.

2.2 REFERENCES

Reference checks play a key role in evaluating responses (see *Section 5.2.1*).

For each proposed resource, the proponent should provide three recent references (including phone numbers, Email addresses and contact names), who may be contacted. These references will be contacted to corroborate our evaluation of resource qualifications and related project experience. The proposal should indicate the relationship of the staff being proposed for this proposal to the reference of the cited project(s).

In addition to references for individual resources, the proponent should provide three recent references (including phone numbers, email addresses and contact names) for their organization as a business entity. These references will be contacted to corroborate our evaluation of corporate capability).

The proponent's references should clearly illustrate the proponent's ability to deliver projects of similar nature, size, and complexity. The proposal should clearly state the nature and length of relationship to the project references provided. It should specify the organization for which the work was performed, contact names, phone numbers, and a description (not longer than 1 page) of each project reference cited, including the magnitude and complexity of the effort.

2.3 TENDER OR CONTRACT SECURITY

N/A

2.4 REQUIRED COPIES

One unbound printed copy and one electronic non PDF copy should be submitted.

2.5 THE TWO ENVELOPE PROCEDURE

This RFP includes a large, green tender envelope and a white price envelope. The two-envelope procedure allows for the fair evaluation of proposals. For more information about how proposals will be assessed, see Section 5: Evaluation.

2.5.1 The Tender Envelope

1. The entire proposal is to be enclosed in the large, green tender envelope. If the contents of the completed proposal are too large for the green tender envelope, alternative packaging for the tender is acceptable.

Contents of the tender envelope:

- Proposal Form A, completed with all necessary signatures.
 - Completed proposal.
 - Price envelope.
2. Ensure the tender envelope is properly identified.
 3. Seal the tender envelope before submitting it.

2.5.2 The Price Envelope

1. Pricing information on Proposal Form B, completed with all necessary signatures, is submitted in the white price envelope. An alternative envelope may be used.
2. The price envelope must be sealed, and placed inside the tender envelope along with the completed proposal.

Proposals shall contain no pricing information, other than in Proposal Form B.

2.5.3 Proper Identification of Envelopes

1. Identification on the outside of both envelopes should be the same as indicated on Proposal Form A and Proposal Form B, and must include:
 - the name of the proposal,
 - closing date and time,
 - proponent's business name, and
 - proponent's business address.

When using an alternative price envelope, ensure it is clearly identified with the words "Price Envelope".

2.6 DELIVERY OF THE RESPONSE

2.6.4 Closing Date and Time

Delivery of proposals prior to the closing date and time is the sole responsibility of proponents. Proposals received after the closing date and time will not be considered regardless of the reason for their late delivery. Late submissions will be returned to the proponents unopened.

Proponents are reminded that most courier services to Whitehorse require two full business days or longer.

2.6.5 Delivery Addresses

By Mail: Government of Yukon Contract Services Box 2703 Whitehorse, Yukon Y1A 2C6	Courier or Hand Delivery: Government of Yukon Contract Services Office Second Floor 9010 Quartz Road Whitehorse, Yukon Phone: (867) 667-5385
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2.6.6 Verification of Delivery

Prior to the closing date and time, a proponent may request verification of delivery by telephoning the Contract Services Office at (867) 667-5385.

Before this information will be released, the proponent must identify the business name of the proposal. No other information concerning the proposal will be released before proposals are opened.

2.7 SENDING AMENDMENTS AFTER SUBMISSION

1. Amendments to the proposal may be transmitted via facsimile (867) 393-6245 if the following criteria are met:
 - The proposal must have been received by the Contract Services Office before the closing date and time.
 - Amendments must be received by Contract Services before the closing date and time.
 - An amendment to the proposal price that is sent in the form of a fax must specify only the change to the proposal price, not the total revised proposal price.

2.8 WITHDRAWING A TENDER

A written request to withdraw a proposal may be submitted prior to the closing date and time. Send or deliver the withdrawal request to the same address to which the proposal was submitted. The proposal will be returned to the proponent unopened.

Section 3: RFP CONDITIONS

3.1 LIMITATIONS OF THIS RFP

This Request for Proposals does not commit the Government of Yukon to award a contract.

Submission of a proposal shall be deemed to be confirmation that the proponent acknowledges and agrees to the General Conditions of the Contract.

The proposal shall be unconditional, irrevocable, and open to acceptance by the Government of Yukon at any time within thirty (30) days after the closing date and time.

3.2 OWNERSHIP OF SUBMISSIONS

Once proposals are opened, they become the property of the Government of Yukon, and will not be returned.

3.3 GOODS AND SERVICES TAX (GST)

This RFP is for services used by the Government of Yukon and purchased with public funds. As such, they are not subject to the Goods and Services Tax under authority number R107442840. It is the responsibility of the proponent to apply directly to the Canada Revenue Agency for Input Tax Credits on any Goods and Services Tax paid.

3.4 ACCESS TO INFORMATION AND PROTECTION OF PRIVACY ACT (ATIPP)

Please note that all documents submitted to the Government of Yukon are subject to the *ATIPP Act*. A copy of the *ATIPP Act* is available online at:

www.gov.yk.ca/legislation/acts/atipp.pdf

Information other than price contained in submitted proposals will be held in confidence. The *ATIPP Act* permits members of the public to access records in the Government of Yukon's custody or control. It also prohibits some disclosures by the Government of Yukon; in particular, personal information or confidential business information. Disclosure is prohibited if it would be significantly harmful to business interests or, if it would be an unreasonable invasion of personal privacy, as defined in Sections 24 and 25 of the *ATIPP Act*.

Accordingly, proponents are encouraged to:

- a) identify those portions of their submissions which they are supplying in confidence and for which disclosure to others would be significantly harmful to their business, or would be an unreasonable invasion of their personal privacy, as defined in Sections 24 and 25 of the *ATIPP Act* and;

- b) be prepared to justify that determination if challenged to do so by someone who applies for access to the information.

Subject to the *Access to Information and Protection of Privacy Act*, proponents are entitled to receive information about their own proposals, and how they were evaluated.

3.5 AUTHORIZED SIGNATURES

1. Proposals submitted by individuals must be signed by those individuals.
2. Proposals submitted by partnerships must be signed by at least one partner.
3. Proposals submitted by corporations must be signed by officers of the corporation with appropriate signing authority and if the corporation has a seal, that must be affixed to the proposal along with the appropriate signature(s).

3.6 REQUEST FOR CLARIFICATION

If discrepancies or omissions are found in the specifications or other documents in this RFP package, or if any clarification is required, contact the project manager. The project manager will respond in writing or by issuing addenda to all proponents.

3.7 ADDENDA TO THE RFP

Addenda are issued when there is a need to correct discrepancies or omissions that may occur in the specifications or other documents in the RFP. When necessary, an addendum may delete portions, and/or add information to an RFP. It may also modify the specifications of the RFP. While diligence has been applied in the preparation of this RFP and changes will only be made when absolutely necessary, the Government of Yukon reserves the right to issue addenda as it sees fit. All addenda will be incorporated into the Contract.

If there is a question about the wording or contents of an RFP, proponents may request clarification by contacting the project manager as indicated above. If one or more addenda are required, they will be issued to all proponents in writing. If addenda are issued or if there are any changes to the project specifications, reasonable efforts will be made to inform all proponents in writing prior to the closing date and time. Receipt of addenda should be acknowledged by the bidder in the Bid Form (Proposal Form B). The proponent is responsible for providing this acknowledgment.

IMPORTANT: It is the sole responsibility of proponents to ensure they are in receipt of all addenda issued during the proposal call period.

3.8 CORRECTIONS WITHIN A PROPOSAL

Corrections shall be initialled by the person(s) authorized to sign the proposal.

3.9 OPENING OF PROPOSALS

Tender envelopes will be opened as soon as possible after the closing date and time.

Price envelopes will be held unopened until after the technical evaluation has been completed. Only those price envelopes associated with technically qualified proposals will be opened.

3.10 INFORMING PROPONENTS ABOUT BID EVALUATION RESULTS

If a proposal is accepted, the project manager will contact the lead entity by telephone, e-mail, or letter.

If a proposal is rejected, the lead entity will be contacted by e-mail or mail.

Section 4: CONTRACT SPECIFICATIONS

4.1 DESCRIPTION OF SERVICES REQUIRED

We are looking for a person to provide Professional Services to assist Yukon government in developing short and long term guidelines, standards and plans required to support a Microsoft Office Sharepoint Server (MOSS) solution. The scope of these guidelines, standards and plans is to include:

- Business needs and usage of tools
- Deployment options
- Production server environment and requirements
- Records disposition
- Custom development platform guidelines
- Corporate training for end-users and site administrators
- Governance and management

4.2 PROJECT BACKGROUND

Yukon government has an existing requirement for Enterprise Search capability, Project Management and Document and Resource Collaboration involving both internal and external resources. Some end users have begun to employ a number of disparate tools to accomplish this. We have started the process to determine a plan that will provide a single collaborative platform that will be scalable in order to offer all the above services.

4.3 PROJECT OBJECTIVE

To develop a plan consisting of clear guidelines and standards that will allow ICT to deploy MOSS in an organised, structured and managed manner.

4.4 PROJECT REQUIREMENTS AND SCOPE

Review 3 base needs for Sharepoint in YG

- Phase 1: Project Management / Collaboration
 - o Internal and External User Groups
- Phase 2: Enterprise Search
- Phase 3: Ongoing Collaboration
 - o Forms Tracking
 - o Document Tracking
 - o Records Management

Meet with ICT to review our three base needs:

- Project Management / Collaboration for Internal and External resources. This will allow users to share documents, calendars and contacts and will likely be an 'out of the box' MOSS solution.
- Enterprise Search across all YG MOSS and file servers. This will allow users to find information faster and identify duplication.
- Ongoing Collaboration including Forms and Document Tracking, Records Management and custom workflows and webapps. This will allow us to automate some of our manual processes (i.e. print form X, fill it in then send to address Y) and

provide effective document tracking and check-in / check-out abilities. Records management and archival will be required.

The result will be to document a set of Guidelines that will identify the Business need and what components of MOSS will be used to meet each need. Each of these three base needs will translate into a Phase of our MOSS rollout, Phase I: Project Management / Collaboration, Phase II: Enterprise Search and Phase III: Ongoing Collaboration and Customization.

Assess each base need and recommend IT Environment

- Architecture / Infrastructure
 - o Design for scalability
- IT Environment for Phase 1 Services: Project Management / Collaboration
- IT Environment for Phase 2 Services: Enterprise Search
- IT Environment for Phase 3 Services: Forms and Document Tracking (Workflow)

Assess each Phase and recommend a suitable IT Architecture and infrastructure that will be scalable and allow for growth. Our projected user-base will be approximately 250-300 for Phase I up to 3500 by Phase III. The result will be to document a set of Guidelines and Standards that will provide YG with a scalable MOSS solution including: MOSS Front-End server design, Database server design, business continuity requirements and an architecture that will facilitate users accessing a centralized MOSS implementation from multiple Active Directory Domains.

Assess deployment options and recommend deployment strategy for each phase

- Functional User Groups; Projects
- Functional User Groups; Search
- Functional User Groups; Forms and Document Tracking (Workflow)

Meet with ICT to determine what user groups will access MOSS at each phase of implementation. The result will be a document that identifies Functional User groups and guidelines for access to each Phase of MOSS implementation.

Review Records Management documentation and recommend Records Disposition guidelines specific to Sharepoint

- Document Classification
- Non-Record Material
- Transitory Records
- Retention Guidelines and Mechanism

Meet with ICT to determine what Records Management processes we should be following at each Phase of MOSS implementation. The result will be a document providing Guidelines and Standards for archiving completed project sites, document management for search and archiving and maintaining ongoing collaboration sites.

Recommend Development Platform Strategy and Guidelines

- Authored Elements
 - o Artifacts – MOSS Designer

- Content – Office 2003, Office 2007, IE
- Developed Elements
 - Web Parts –
 - Guidelines
 - ASP.Net
 - Supported Languages
 - Workflows
 - Guidelines
 - Publication Process

Identify what types of custom components for MOSS will be employed and what standards YG should be following for development of these components. The result will be a document providing guidelines for creating both Authored Elements (i.e. Artifacts, Content) and Developed Elements (i.e. Web Parts, Custom Workflows) that will detail what tools/languages are appropriate for each component and standards to follow for development.

Determine training requirements and recommend training plan for each phase

- Classroom, Online or both
- User Support requirements

Meet with ICT and YG's Staff Development branch to determine what the training requirements will be for each phase of YGs MOSS implementation and identify what the end-user support requirements will be. The result will be a document that provides guidelines for site administrator training, end-user training and end-user support.

Provide guidelines for Governance, Maintenance and Management

- Roles and Responsibilities
- YG Procedures vs. MOSS Governance Features
- Focus on:
 - Architecture (ICT)
 - Service Hosting (ICT)
 - Customization (Users/Developers)

Meet with ICT to identify what the roles and responsibilities will be for YGs MOSS implementation, what YG Procedures can be met through MOSS Governance features and what YG Procedures need to be policy. The result will be a document that provides guidelines on Governance, Maintenance and Management of MOSS with the key areas of focus being Architecture (ICT responsibility and service levels), Service Hosting (Site creation, site administration) and Customization (end-users and developers).

4.5 PROJECT DELIVERABLES

This contract will be based on Time and Materials. The following is a list of documents that will be expected.

- i. Document that identifies and describes Yukon government overall needs and use of MOSS.

- ii. Document that identifies the functional user groups across Yukon government and describes deployment options for all three stages of MOSS; Projects, Enterprise Search and Forms and Document Tracking
- iii. Document that is a guide to initial implementation (Projects) and scalability for future MOSS Services deployments (Enterprise Search and Forms and Document Tracking)
- iv. Document that is a guide to Records Disposition at each stage of MOSS
- v. Document that provides direction for creating a Development Platform Guideline
- vi. Document that will identify training requirements for each stage of MOSS
- vii. Document that will provide direction for Governance (i.e. Roles and Responsibilities)

4.6 SKILLS REQUIRED

- Previous experience with Enterprise MOSS Planning, Procedures, Training and Governance.
- Previous experience in Enterprise MOSS deployment of similar scale to YG (3000+)
- Microsoft Gold Certified Partner

4.7 RELEVANT CONDITIONS

- Meetings will be involved, mostly conference call and online, however occasional travel to Yukon government Administration Building in Whitehorse will be involved.
- Document / Draft review by Yukon government
- Payment will be based on time and materials

4.8 RESPONSIBILITIES

Proponent is responsible for:

- Documents outlined in Project Deliverables in 1st Draft, 2nd Draft and Final format
- Facilitating meetings and communication with interested parties
- Draft review timeframes
- Identifying requirements of Yukon government Resources
- Arranging travel and accommodation

Yukon government is responsible for:

- Timely review of Draft Documents
- Setup of meetings (i.e. booking conference calls, arranging schedules)
- Making resources available for working with Proponent
- May collaborate in developing the documents, however the proponent is primarily responsible for creation and delivery of the deliverables (see 4.5)

4.9 QUALITY MANAGEMENT

Draft Document Review

Prior to the commencement of each activity within the project, the contractor and the project manager will confirm specific project deliverables. All deliverables are subject to quality control activities. "Walk-throughs", a technical meeting called for the sole purpose of reviewing a deliverable, will be scheduled for each of the deliverables. The contractor's failure to substantially complete deliverables as agreed may be cause for the Government of Yukon to withhold payment and/or terminate the contract.

4.10 INTELLECTUAL PROPERTY

For purposes of this phase of the project defined within this RFP, the Government of Yukon is retaining ownership of the Foreground Intellectual Property created by the contractor.

4.11 NETWORK ACCESS AGREEMENT

N/A

Section 5: EVALUATION

5.1 THE EVALUATION PROCESS

After the closing date, tender envelopes will be opened and separated. The proposal will be forwarded to the project manager for evaluation. All proposals will be evaluated by an Evaluation Committee against the criteria outlined in *Section 5.2, Ranking Criteria*. If the proposal passes the minimum scores for the Technical Criteria as outlined in *Section 5.2.1*, Yukon content and Corporate Capability will be evaluated, as outlined in *Section 5.2.2, Corporate Criteria*.

All proposals that meet or exceed the minimum number of points identified in Section 6 Criteria Weighting will have the price envelopes opened. The project manager will instruct Contract Services, in writing, which price envelopes to open and forward, and which to return unopened to the proponents. Price will then be scored according to *Section 5.2.3, Price*. The final score of the proposal is the sum of the points awarded for Technical Criteria, Corporate Criteria and Price, as shown in the table in *Section 6 - Criteria Weighting*.

The Owner is not obligated to accept the lowest priced, the highest ranked, or any proposal; and reserves the right to reject or accept any or all proposals.

After final evaluation, the Owner may negotiate contract terms with the proponent of a chosen proposal. Negotiations shall be within the scope of the Request for Proposals, and limited to those items which would not have an effect on the ranking of proposals.

5.2 RANKING CRITERIA

The *Technical* and *Corporate* ranking criteria are specified in *Sections 5.2.1* and *5.2.2* below. Our evaluation of these criteria is based on:

- the proponent's response to this RFP,
- reference checks

It is the responsibility of proponents to ensure that the information they provide includes sufficient material to assess the proponent's capabilities in the areas indicated. The Project Manager may request clarification from a proponent with respect to the contents of its proposal. Such clarification may not result in a material or substantive change to the proposal.

Each of the proposal evaluation criteria will be rated on a scale from zero (0) to the maximum score shown on the table in Section 6: Criteria Weighting. The total number of points possible for each category has been identified for your information.

To qualify, a proposal must receive a score of:

- 50% or more for each of the technical criteria outlined, and seven hundred and fifty (750) or more out of a possible one thousand (1000) points for the technical criteria. Submissions with lower scores will be rejected.

5.2.1 Technical Criteria

5.2.1.1 Resources' Qualifications and Related Project Experience

Proponents should demonstrate that the staff intended for assignment to the project have the skills as detailed in Section 4: Contract Specifications, 4.6 Skills Required.

Proponents should demonstrate that key resources intended for assignment to the project have experience with similar applications in a similar government environment, as well as within projects that provided comparable deliverables to those requested in Section 4: Contract Specifications, 4.5 Project Deliverables.

To confirm and qualify the skills and experiences presented in the proposal, reference checks of the proponent and/or proposed key resource(s) will be conducted using the references provided.

Provide corporate project references that clearly illustrate the proponent's ability to deliver projects of similar nature, size, and complexity. Clearly state the nature and length of relationships to the corporate project references provided. Include details about: the organization for which the work was performed, contact names, phone numbers, and a description (not longer than 1 page) of each project reference cited, including the magnitude and complexity of the effort. For each project reference, list the proposed key resources who also worked on the project.

5.2.1.2 Proposed Solution, Approach, Plan and Methodology

Proponents should describe how their team's collective background and experiences will help ensure successful and trouble free completion of the deliverables for this project.

Proponents should describe their strategy, approach, and plan to deliver the project deliverables outlined in section 4.5 Project Deliverables, reflecting a good understanding of the project requirements and expectations; the business and technological environment; and any constraints under which the work must be carried out. They should also outline team structure and roles, contingent staffing, and their plan for meeting project milestones and deadlines.

Proponents should provide a timeline for the work to be carried out and describe their proposed method of collaborating with Yukon government staff.

5.2.2 Corporate Criteria

5.2.2.1 Yukon Content Criteria

The proponent should provide information on:

- present knowledge of relevant information technology employed in the Government of Yukon's environment or the specific area of business, as appropriate to the project.
- the percentage of time that will be spent by Yukon resources on this contract, compared to non-Yukon resources.

5.2.2.2 Corporate Capability

Provide a company profile detailing background information, including the year established; parent company if applicable; corporate strategic direction; and area of recognized expertise in the marketplace. An overview of the company corporate structure, including information on size, revenues, and market and geographic

coverage, should also be provided. The company should be able to provide contingent resources in the event primary resources become unavailable to the project. Proposals that include sub-contractors should provide similar information on each sub-contractor nominated by the proponent and a clear description of the legal and operating relationships.

5.2.3 Price

The proponent is asked to provide a price based on Time and Materials for services that will include carrying out the specific objectives of this RFP as detailed in section 4.3 Project Objective and for providing all of the deliverables detailed in section 4.5 Project Deliverables

The proposed price is to be all inclusive, including travel, accommodation and other expenses.

The lowest priced proposal will be awarded 150 points. The next lowest priced proposal will be awarded the number of points resulting from the following calculation:

$$\text{lowest price} \div \text{this proposal's price} \times 150.$$

This same calculation will be used for all proposals that qualify after the technical evaluation.

Section 6: CRITERIA WEIGHTING

Ref	Desirable Requirements	Maximum Score
1)	Technical Criteria	
	Resources' Qualifications and Related Project Experience Demonstrates proposed key resource's business and technical design experience working with applications of similar magnitude & complexity as required in <i>Section 5.2.1.1: Technical Criteria, Related Project Experience</i> . - Previous experience with Enterprise MOSS Planning, Procedures, Training and Governance. - Previous experience in Enterprise MOSS deployment of similar scale to YG (3000+) - Microsoft Gold Certified Partner	500
	Proposed Solution, Approach, Plan & Methodology Proponent should describe the Approach, Plan, and Methodology that will be used as required in <i>Section 5.2.1.2: Technical Criteria, Proposed Solution, Approach, Plan and Methodology</i> .	500
Proposals scoring less than 750 points, or less than 50% of points in any of the above technical categories, will be considered technically unacceptable. As such, the evaluation process will be terminated and the price envelope will be returned to the proponent unopened.		
	Total – Technical Criteria	1000
2)	Corporate Criteria	
	Yukon Content Criteria Proponent should provide information on Yukon Content Criteria as described in <i>Section 5.2.2.1: Yukon Content Criteria</i> .	100
	Corporate Capability Proponent should provide a detailed company profile as described in <i>Section 5.2.2.2: Corporate Capability</i> .	50
	Subtotal—Yukon Content Criteria	150
3)	Price State a fixed price as described in <i>Section 5.2.3: Price</i> , for consulting services fees to carry out the objectives of this RFP and provide all the deliverables described in <i>Section 4.5: Project Deliverables</i> .	150
	Subtotal—Price	150
	Total	1300

Section 7: INFORMATION FOR PROPONENTS

7.1 THE YUKON

Proponents should make themselves aware of the unique factors associated with delivering goods and services to the Government of Yukon. Yukon is situated in the far northwest corner of Canada. It covers an area of approximately 480,000 square kilometres. The business centre and capital of Yukon is Whitehorse, which is located on

the Alaska Highway, approximately 2700 road kilometres or 1400 air kilometres north of Vancouver, British Columbia.

Air North and Air Canada provide year-round daily air service to Whitehorse. The flying time from Vancouver is approximately two hours and thirty minutes. Direct flights to Whitehorse are also available with Air North from Calgary and Edmonton

Courier service usually requires at least 2-3 business days.

Cellular telephone service is available within most Yukon communities but not in undeveloped areas, even along most of the travelled portions of Yukon highways. Travellers should check with their service provider to learn more about cellular telephone service in Yukon.

Wireless communication in undeveloped areas may require specialized equipment and services that are available through licensed commercial providers, such as satellite telephones or radio-repeater telephones.

7.2 GOVERNMENT OF YUKON BUSINESS ENVIRONMENT

The Government of Yukon comprises 18 departments and corporations each responsible for a wide variety of programs and services. Government office locations are dispersed throughout the City of Whitehorse and most Yukon communities have government outlets and offices in place.

7.3 GOVERNMENT OF YUKON TECHNICAL ENVIRONMENT

The following is a description of the current Government of Yukon technology platforms:

Network Infrastructure:

The government has a single computing network named YNet that is made up of 170 sites across 15 communities within the Yukon. Architecturally the network is a hub and spoke network with Whitehorse as the central hub and each community with a single network link. The WAN infrastructure is provided by NorthwesTel and is made up of Frame Relay services, each community has a T1 EIR interface with a limited amount of CIR, typically 256Kb. Most of the outlying communities have a local MAN service offered by NorthwesTel, this service is created using copper facilities over HDSL for a T1 based Ethernet MAN. Some harder to reach (outside of copper HDSL range community sites utilize ADSL from NorthwesTel for connection. These sites use appliances provided and configured by ICT Network Services or CheckPoint SecureRemote software for VPN access to YNet.

Whitehorse has an OC3 interface to NorthwesTel's Frame Relay cloud. Network links within Whitehorse are comprised of a number of services:

- copper pairs (NorthwesTel) with PairGain HDSL drivers at T1
- ADSL VC (NorthwesTel)
- ADSL VPN (NorthwesTel)
- 100Mbps Ethernet over single mode fibre (NorthwesTel)
- 1000Mbps Ethernet over single mode fibre (NorthwesTel)
- 1000Mbps Ethernet over dark fibre (PolarCom)
- 10000Mbps Ethernet over government owned fibre

Of the 90 sites within Whitehorse approximately 2% are on government fibre 20% are on dark fibre, 20% are on Ethernet fibre services from NorthwTel, 25% are on T1 HDSL and 33% are on ADSL.

YNet uses Cisco equipment almost exclusively. Some departments have deployed less capable and less costly unmanaged switches but these are being replaced in favor of fully managed Cisco equipment. The backbone consists of Cisco 6509 switches (2) one located at the primary computing facility and another at the secondary.

Wireless, YNet does not support 802.11 wireless at this time. This standard is due to be defined by 2010 and will likely comprise of Cisco equipment.

Internet Access for YNet is provided by NorthwTel using a single 100Mbps Ethernet interface. When proposing or thinking of applications please take into account that Internet services are extremely costly in the Yukon. YNet uses a large commercial Firewall product, managed by ICT through which all government traffic must route.

Server Infrastructure:

YG uses HP Proliant servers in the computing facilities. Hardware for systems is either provided by or coordinated by ICT. No systems are located within government computing facilities without the approval of ICT Network Services. The production environment consists of VM facilities provided using Microsoft Virtual Server 2005 R2. Operating systems supported are Windows 2003R2, Windows 2008 and the latest version of Fedora. Linux is used for forward facing Internet application servers and infrastructure support services i.e. Email gateways.

Core Services:

- **Directory Services** - W2K3 Active Directory - internal only. Plans exist to provide a domain externally for business partners.
- **Email Services** - Exchange 2003 - internal only.
- **Asset Management** - Systems Management Server 2003
- **Job Scheduling** - Active Batch v5
- **Backup** - Veritas v6, NT backup on most File Servers, Perl and Robocopy on Large File Servers.
- **Web Services** - Latest versions of Apache and IIS
- **Service Desk** - LiveTime v5
- **Remote PDA Support** - Windows Mobile Device using Intellisync v8 Software; BlackBerry v4.14

RDBMS Support:

ICT maintains shared Oracle 10g servers for a variety of corporate and departmental applications. These servers are strictly backend servers only, no middle ware. Service agreements are available for departmental hosting of database instances on this infrastructure. Microsoft SQL Server 2005 is used to support a variety of in house applications i.e. SMS, Service Desk, Active Batch, SharePoint 2007 and some departmental applications.

Application Development Platform:

The recommended tools for major multi-user applications are Oracle Developer or Java (including J2EE). A corporate data warehouse provides a repository for corporate information and interfaces to departmental applications. SAS is the predominant tool for extracting data from corporate applications.

Desktop Environment:

Government of Yukon has endorsed a principle of "Core Operating Environment" for its desktop computer environment. Currently in version 3, COE comprises of the key software and hardware components that together establish a standard for all 3200 desktops within YNet. COEv3 consists of:

- Tier 1 PC acquired through authorized local resellers, usually Dell and IBM
- Intel Core 2 Duo 2.2 GHz or better CPU with 2 GB RAM
- 19" Flat Screen or Wide Screen monitor
- Microsoft XP Pro sp2, Office 2003, IE 6 and Outlook 2003

Mobile Computing

- Windows Mobile 5 or 6 PDAs and Smartphones such as Palm Treo 700, UT Starcom 6800 or Motorola Q
- BlackBerry phones that are supported by local carriers including 8830 or Perl
- Must be CDMA 1x

Please Note:

Alternative solutions to identified business needs are welcome, but proposals must present a business case with subsequent cost and benefits for deviation from the standard before being considered.

Section 8: GLOSSARY OF ACRONYMS AND TECHNICAL TERMS

Acronym	Definition
MOSS	Microsoft Office Sharepoint Server 2007
RFP	Request for Proposals
YG	Yukon government
ICT	Information Communications and Technology Division of the Department of Highways and Public Works

Section 9: GENERAL CONDITIONS OF THE CONTRACT

The following conditions shall be incorporated into the contract between the successful contractor and the government:

For the purpose of interpretation, the Government of Yukon is the “Owner” in this contract.

1. **TIME OF ESSENCE** Time is of the essence of this Contract.
2. **COMPLETION** This contract will be for the completion of the requirements as described in Section 4: Contract Specifications.
3. **CONFIDENTIALITY** The Contractor will treat as confidential and will not, without the written permission of the Owner, publish, release or disclose or permit to be published, released or disclosed either before or after termination of this contract, any information supplied to, obtained by or which comes to the knowledge of the Contractor under this contract. The Contractor will ensure its facilities, systems and files are secure and that access to data and confidentiality of data and information gained while performing the contract, are strictly controlled, to the satisfaction of the Owner.
4. **PERFORMANCE** The Contractor’s obligations under this Contract are to be performed to the complete satisfaction of the Owner.
5. **WARRANTY BY CONTRACTOR** The Contractor warrants that the Contractor is competent to perform the work required under this contract, in that the Contractor has the necessary qualifications, including the knowledge, skill and ability, to perform the work.
6. **GOVERNING LAW** This contract will be deemed to have been made in and will be interpreted and enforced in accordance with the laws in force in the Yukon.
7. **LAWS, PERMITS AND BY-LAWS** The Contractor will comply with all laws and regulations applicable to the place of the work, whether Federal, Territorial, or Municipal including the *Fair Wage Schedule of the Employment Standards Act* (Yukon), and will pay for all permits and certificates required in respect of the contract.
8. **BUSINESS LICENSE** The Contractor may be required to provide proof of a business license appropriate for the location of the work in the contract.
9. **WORKERS COMPENSATION BOARD** The Contractor must provide a “Letter of Good Standing” from the Yukon Workers’ Compensation Health and Safety Board prior to first payment and a “Letter of Clearance” form the Yukon Workers’ Compensation Health and Safety Board prior to the last payment.
10. **INTERPRETATION** Should any dispute arise concerning the meaning or intent of the Contract, the Owner will make a decision which will be final unless the Contractor disputes such decision by a written notice within 10 days of such decision, whereupon the dispute will be resolved according to GC 11 – Disputes, below.
11. **DISPUTES** If a dispute cannot be resolved immediately by the Owner’s decision or negotiation between the parties, the dispute may be:

- referred by either party for mediation before a Project Mediator 10 days after commencing negotiations; and
- referred to arbitration 10 days following the end of such mediation, notwithstanding that other necessary parties will not be bound by any arbitrated resolution of this dispute.

If neither party requested mediation or arbitration within 10 days after a written notice that negotiations or mediation are at an end, either party may refer the dispute to the courts or both may agree to proceed to mediation or arbitration.

12. **EXECUTION OF THE WORK** The Contractor will, for the stated contract price, provide all necessary labour, materials, tools and equipment and will carry out in a careful and professional manner and to the satisfaction of the authorized representative of the Owner, the work set out under description of the work and more particularly described in the specifications.
13. **NO ASSIGNMENT** Without the prior written consent of the Owner, the Contractor will not assign or sublet this Contract or any of the Contractor's rights, benefits or monies accruing hereunder, and any purported assignment without such consent will be void.
14. **CHANGES** Changes to the contract will only be made on receipt of written instructions from the Owner. Any resulting adjustment to the contract price will be agreed upon by the Owner and the Contractor and will represent the reasonable and proper costs incurred by, or savings accruing to, the Contractor.
15. **DELAY** No payment will be made for any extension of the completion date for the contract given to the Contractor due to delay encountered during the execution of the contract, unless such delay was caused by the Owner.
16. **SUSPENSION OF WORK** In the event that work on the contract is suspended, the Contractor will arrange for protection of the work as directed by the Owner. The Contractor will be reimbursed for reasonable and proper expenses incurred in protecting the work.
17. **TERMINATION** The Owner may at any time, upon 6 days' notice in writing to the Contractor, suspend or terminate the Contract for reasonable cause. The Owner's obligation to make payment to the Contractor will cease when payment for work satisfactorily performed has been made.
18. **CO-OPERATION AND MAKING GOOD** The Contractor will perform work under the contract with minimum disturbance to personnel and the public and ensure that the health and safety of persons occupying adjacent or contiguous parts of the building or project is protected. The Contractor will obtain the approval of the Owner for the hours during which the work will be performed and will provide a work schedule for approval by the Owner.
19. **PROPERTY OF THE OWNER** The Contractor will be liable to the Owner for any loss or damage to any property of the Owner arising out of the performance of the contract, unless and to the extent that such loss or damage is caused or contributed to by the Owner.
20. **PAYMENT** The Contractor will submit monthly invoices. Subject to verification by the Owner, payment of the Contractor's invoice for work satisfactorily completed will be made no later than 30 days after receipt thereof. As the price is not subject to GST, the Contractor's invoice is to show the amount claimed for work satisfactorily performed excluding GST.
21. **INTEREST ON OVERDUE ACCOUNTS** If the Owner fails to make payment to the Contractor within 30 days from the date of the satisfactory receipt of an invoice, interest will be paid at the current prime rate of the Bank of Canada on such unpaid accounts provided

such accounts are greater than \$100. Such interest will be calculated and added to any unpaid amounts monthly.

22. **DEDUCTIONS** The Contractor will pay all valid claims for wages and other expenses it incurs in respect of the contract, as and when such claims become due. If the Contractor fails to do so, the Owner may do so and deduct from monies owing to the Contractor such sums including: any outstanding wages owing to persons employed to perform the contract; any assessments of the Yukon Workers' Compensation Health and Safety Board or the Employment Insurance Commission relating to the contract; and any other claims, charges or encumbrances arising in any manner whatsoever from the operations of the Contractor which the Owner determines to be valid and enforceable. The Owner may also set off against amounts owing to the Contractor any sums owing by the Contractor to the Owner.
23. **WORKERS** The Contractor will ensure that all workers on the project are competent and qualified to do the work. The Contractor will be responsible for all assessments, returns, remittances, and deductions in respect of the Contractor's workers under the *Workers' Compensation Act* (Yukon), *Employment Insurance Act*, *Income Tax Act* and *Canada Pension Plan Act*.
24. **INDEMNIFICATION** The Contractor will indemnify and save harmless the Owner from and against all claims, demands, losses, damages, costs, expenses, actions, and suits that may arise, directly or indirectly, from its performance of the contract or by reason of any matter or thing done, permitted or omitted to be done by the Contractor, subcontractors, or their agents or employees with respect to the contract.
25. **INSURANCE** The Contractor, during the period of time the Contract is in force and during any warranty period stated in this contract, will maintain the following insurance with minimum policy limits as specified below, in forms and with insurers acceptable to the Owner.
- Commercial General Liability Insurance with a minimum liability limit of \$2,000,000 per occurrence covering bodily injuries and property damage and including the Contractor's premises, property and operations; contingent liability with respect to the Contractor's subcontractors; and contractual liability covering the Contractor's liability under this Contract with the Owner;
 - Automobile Insurance covering all vehicles used in the performance of the contract;
 - Aircraft Liability Insurance with a minimum liability limit of \$5,000,000 per occurrence, if aircraft are to be used in the performance of the contract.

The policy will state that it cannot lapse, be cancelled, or be materially altered without at least 30 days' notice in writing to the Owner. Any deductible will be borne by the Contractor.

The Government of Yukon will be specified as an additional insured on all insurance policies contemplated in this contract.

Once the contract is signed, the Contractor may be requested to provide a Government of Yukon certificate of insurance, form YG(4548Q)F1 confirming the existence of the required insurance.

If the Contractor fails to provide, maintain and pay for insurance as required by this clause, other than Automobile Insurance, the Government of Yukon shall have the right to obtain and pay for the required insurance, the cost of which shall be payable on demand by the Contractor. The Government of Yukon shall have the right to offset such amounts from monies due to the Contractor if not paid within 15 days.

26. **ACCESS TO WORK** The Contractor will permit the Owner or its representatives to have access to the work at all times during the execution of the work and will co-operate fully with other Contractors or workers sent to the place of the work by the Owner.
27. **FINANCIAL ADMINISTRATION ACT** Payment by the Owner to the Contractor is expressly subject to section 24(2) of the *Financial Administration Act* (Yukon) as follows:
- It is a term of every contract that money that becomes due under the contract is not payable unless a provision of this or another Act authorizes the payment to be made in the fiscal year when the payment falls due.
28. **ENTIRE AGREEMENT** This Contract, Request for Proposals and the Proposal submitted, constitute the entire agreement between the Parties in respect of the subject matter of this Contract and supersedes all previous negotiations, communications and other agreements in respect of it, unless they are specifically incorporated by reference into this Contract. Where a conflict exists between any provision of this Contract and a provision of the Proposal, the provision of this Contract shall prevail.
29. **WAIVER** The failure by the Owner to exercise or enforce any of the terms or conditions of this Contract will not constitute or be deemed a waiver of the Owner's rights to enforce each and every term of this contract. The failure by the Owner to insist upon strict performance of any of the terms or conditions of this Contract will not be deemed a waiver of any subsequent breach or default in the terms or provisions herein.

Section 10: SUPPLEMENTARY GENERAL CONDITIONS

Substitution of the key resource(s) proposed for this project, once a contract is awarded, will only be considered by mutual agreement between the proponent and the Government of Yukon.

Section 11: PROPOSAL FORMS

Proposal Form A must be completed in full and include the signature of a person authorized to bind the proponent(s) to the contents of the proposal and to the clauses included on this form. Submit this form in the tender envelope.

Proposal Form B (price information) shall be submitted in the price envelope. Seal the envelope to ensure it is kept separate from the rest of the proposal. It must be completed in full and include the signature of an authorized person. Enclose the price envelope in the tender envelope.

Proposals shall contain no pricing information, other than in Proposal Form B.

Proposal Form A: Professional Services for Microsoft Office Sharepoint Server

This document must be submitted with the proposal submission, in the tender envelope.

1. I / We hereby submit a proposal for the Professional Services for Microsoft Office Sharepoint Server in accordance with these documents.
2. I / We have carefully examined the specifications together with all other factors affecting the work and hereby propose to furnish the services in the manner called for in the specifications.
3. In the event of our proposal being accepted, I / We agree to enter into a contract with the Owner on the Government of Yukon Contract form, which will form part of this contract.
4. I / We acknowledge receipt of the following addenda issued during this Request for Proposals:

_____ # _____ # _____ # _____
5. In consideration of being permitted to tender, I / We agree that this proposal is irrevocable and open to acceptance by the Owner at any time within thirty (30) days after opening of the proposal(s), whether any other proposal has been accepted or not.
6. I / We represent and warrant that the proponent has full power and authority to enter into, perform, and execute the Contract, and each person signing this Proposal Form on behalf of a proponent is properly authorized to do so. I / We agree to be bound by statements and representations made in this response.
7. I / We have read these documents, understand them, and intend to be bound by them.

PROPONENT'S FULL LEGAL NAME: _____

DOING BUSINESS AS (if different from above): _____

FULL BUSINESS ADDRESS: _____

BUSINESS LICENSE #: _____ TELEPHONE NUMBER: _____

Sign this form as follows: **Sole Proprietorship:** Sole proprietor to sign where indicated. Insert the words "Sole Proprietor" under Title(s). Partnership: Partner(s) to sign where indicated. Insert the word "Partner" against each signature under Title(s). **Limited Company:** This form must be signed by duly authorized signing officer(s) of the company, designating beside each signature the official capacity in which the signing officer acts. The Corporate seal of the company, if any, may only be affixed to this form by a person authorized to do so.

Executed by, or on behalf of the proponent in the City of _____ this ____ day of _____, 20__.

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

Proposal Form B: Professional Services for Microsoft Office Sharepoint Server

This document must be submitted in the price envelope.

1. I / We have carefully examined the specifications, together with all other factors affecting the work, and hereby propose to furnish the services in the manner called for in the specifications for:

\$ _____

PROPONENT'S FULL LEGAL NAME: _____

DOING BUSINESS AS (if different from above): _____

FULL BUSINESS ADDRESS: _____

Sign this form as follows: **Sole Proprietorship:** Sole proprietor to sign where indicated. Insert the words "Sole Proprietor" under Title(s). **Partnership:** Partner(s) to sign where indicated. Insert the word "Partner" against each signature under Title(s). **Limited Company:** This form must be signed by duly authorized signing officer(s) of the company, designating beside each signature the official capacity in which the signing officer acts. The Corporate seal of the company, if any, may only be affixed to this form by a person authorized to do so.

Executed by, or on behalf of the proponent in the City of _____ this ____ day of _____, 20____.

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

SIGNATURE(S): _____ TITLE or CAPACITY: _____
(AND SEAL IF APPLICABLE)

PRINTED NAME: _____

