

Tender #: 2019-016

HP Service Manager 9 Support

Release Date: April 18, 2019

Closing Deadline: May 1, 2019

2:00pm Newfoundland Time



Copyright Notice

**This document is fully copyright protected by the
Newfoundland and Labrador Centre for Health Information**

1. ABOUT US

The Newfoundland and Labrador Centre for Health Information (the Centre) was established by the Government of Newfoundland and Labrador to provide quality information to health professionals, the public, researchers, and health system decision-makers. Through collaboration with the health system, the Centre supports the development of data and technical standards and maintains key health databases, prepares and distributes health reports and supports and carries out applied health research and evaluations. The Centre's mandate also includes responsibility for the provincial Electronic Health Record.

The Centre is a crown agency governed by a board of directors appointed by Lieutenant- Governor-in-Council and is managed by a president & chief executive officer.

Through all facets of its work, the Centre strives to achieve its vision of *Improved Health through Quality Health Information*.

2. PURPOSE

The Centre is inviting responses from authorized HP resellers (see Appendices A and B) to supply annual support for its HP Service Manager 9 application for a period of one (1) year.

3. SPECIFICATIONS

Product #	Description	LicenseQty
T5000AAE	HP SM Server SW E-LTU	1
T5014AAE	HP SM Foundation CC Usr SW E-LTU	20
T5015AAE	HP SM Foundation Nmd Usr SW E-LTU	10
T5016AAE	HP SM Help Desk CC Usr SW E-LTU	20
T5017AAE	HP SM Help Desk Nmd Usr SW E-LTU	10
T5024AAE	HP SM SLM CC Usr SW E-LTU	5
T5025AAE	HP SM SLM Nmd Usr SW E-LTU	5
T4511AAE	HP Cnct LDAP Usr SW E-LTU	30
T4247AAE	HP Cnct Base Connectors SW E-LTU	1
T4247AAE	HP Cnct Base Connectors SW E-LTU	1
T5014AAE	HP SM Foundation CC Usr SW E-LTU	20
T5016AAE	HP SM Help Desk CC Usr SW E-LTU	20
T4511AAE	HP Cnct LDAP Usr SW E-LTU	20
T4247AAE	HP Cnct Base Connectors SW E-LTU	1
T9769AAE	HP IT Change Mgmt Suite CC Usr SW E-LTU	10
T9768AAE	HP IT Change Mgmt Suite Nmd Usr SW E-LTU	5
TF235AAE	HP UCMDB 10.00+ FndFedTpl Entl SW E-LTU	1
TF235AAE	HP UCMDB 10.00+ FndFedTpl Entl SW E-LTU	1
TF235AAE	HP UCMDB 10.00+ FndFedTpl Entl SW E-LTU	1
TF231AAE	HPE Universal Discovery Inventory 100 OS Instance Migration Software E-LTU	4

4. SUBMISSION FORMAT

To participate in the tendering process, bidders **must** complete the forms included in the appendices. The forms may contain protected sections and modifications will be limited to the entry of the required

information (i.e. price, discounts, etc.). Other modifications are **not** permitted. It is the responsibility of the bidder to ensure that formulas and calculations are accurate. Those who do not comply with the above instructions will not receive further consideration.

To obtain an electronic copy of the forms listed in the appendices, bidders are asked to download from www.nlchi.nl.ca/index.php/procurement-opportunities or are invited to request one through procurement@nlchi.nl.ca.

Each of the specifications listed in the Specifications Section is mandatory. Assigning a price to any one module in the Vendor Response Pricing Table indicates the bidder's product can provide full and complete functionality for the module / functionality listed.

5. INQUIRIES AND CLARIFICATIONS

Bidders can direct their written inquiries and questions related to tenders to the Centre's Supply Chain Management Office via procurement@nlchi.nl.ca.

Oral responses to questions will not be provided. Responses will be posted to the website in the form of an addendum as they become available. The Centre will not disclose the source of any questions submitted by Bidders. **Deadline for questions is 4:30pm NDT, April 24, 2019.**

Information obtained from any source outside the documents located on the website, is not official and may be inaccurate and therefore not binding.

6. TERMS AND CONDITIONS

- During the open tender period any required additions, deletions or alterations to the tender requirements will be issued in the form of an addendum. All such changes will become an integral part of the tender. Addendums will be posted on www.nlchi.nl.ca/index.php/procurement-opportunities. It is the vendor's responsibility to check the Centre's web site for any addendums to ensure their responses to the tender are complete and accurate.
- The Centre reserves the right to cancel this tender at any point in time.
- The Centre reserves the right to award the tender in whole or in part to one vendor.
- Electronic submissions will be accepted. Suppliers can send their responses to procurement@nlchi.nl.ca
- The lowest or any tender will not necessarily be accepted.
- The purpose of the tender is to acquire the items listed in the Specifications section of the tender only. Cost estimates for additional items such as hardware, travel, training and system installation may be required, however, they will not form part of the evaluation process. The Centre would require this information for planning purposes only. In terms of hardware, vendors would be required to provide a detailed list of hardware requirements necessary to accommodate their solution.

- Tender price must include all applicable shipping costs.
- Prices quoted must be in Canadian currency and all other duties and levies included.
- Tenders will be opened publicly at the Centre's building, 70 O'Leary Avenue, St. John's, immediately following the tender closing date (scheduled to be 2:00pm Newfoundland Time, unless otherwise stated). In the event the Centre is closed due to poor weather conditions or other unscheduled closure the tender opening will occur on the next business day at the originally scheduled time (scheduled to be 2:00pm unless otherwise stated).
- The successful vendor's name will be posted on the website when the tender is awarded along with all vendor pricing (vendor names will not be included).
- From the specifications listed in the document, the Centre reserves the right to order a different quantity of products than what is listed in the tender (no new products will be added).
- Faxed bids will not be accepted.
- Under no circumstances will extensions be granted. Late responses will be returned unopened. The onus rests with the vendor to contact the Centre to confirm receipt of its proposal before the tender deadline.
- Proposals submitted shall be final and may not be altered by subsequent offerings, discussion or commitments unless the vendor is requested to do so by the Centre for Health Information.
- Tender evaluation and award of contract for the item will be done in accordance with the procedures outlined in the latest revised *Public Tender Act* and the associated Centre for Health Information procedures.
- In the event that more than one bidder submits equal bids (tie), the Centre will select a preferred bidder in an unbiased way.
- The Centre reserves the right to use the mathematical principles for rounding if the situation warrants.
- The Centre reserves the right to incorporate previous supplier performance, if the situation warrants, as additional/supplemental criteria in the evaluation of the tender. For further clarity, if a supplier did not meet terms, conditions or other commitments from a previous procurement offering, the Centre may not award a tender opportunity to this supplier. This remains the case although the poorly performing supplier provided the lowest bid and met all specifications.
- The Centre may require vendors to provide a product demonstration with their bid. This demo will be incorporated into the tender evaluation process. If an evaluation copy of the software does not integrate well with the Centre's current infrastructure, the bid may be disqualified.

7. INSTRUCTIONS TO BIDDERS

Bidders must submit their bid, with tender number clearly identified, before 2:00 pm Newfoundland Time on the closing date to the address below:

CONFIDENTIAL

Supply Chain and Facilities Management Division

NL Centre for Health Information

70 O'Leary Avenue

St. John's, NL A1B 2C7

Attn: Business Services Officer

Electronic submissions will also be accepted and must be received by the deadline at
procurement@nlchi.nl.ca

Appendix A:

Vendor Profile

(Electronic copies of the appendices can be obtained by visiting www.nlchi.nl.ca/index.php/procurement-opportunities or request through procurement@nlchi.nl.ca)



HP Service Manager 9 Support Tender #: 2019-016

Contractor Information:

Company Name and Address:

Telephone Number: _____

Email: _____

Web Address: _____

I agree with all of the terms and conditions of this tender (including those posted at www.nlchi.nl.ca/index.php/procurement-opportunities Yes _____ No _____

I have read and understood each of the addendums posted to the Centre's web site relative to this tender Yes _____ No _____

Name and Contact information for local sales and service rep:

Authorized Company Representative Signature

Authorized Company Representative Print

Company

Date

Appendix B:

Vendor Response Pricing Table

(Electronic copies of the appendices can be obtained by visiting www.nlchi.nl.ca/index.php/procurement-opportunities or request through procurement@nlchi.nl.ca)

Vendor Pricing Table HP Service Manager 9 Support 2019-016						
Product #	Description	LicenseQty	Start Date	End Date	Price	Extended Price
T5000AAE	HP SM Server SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
T5014AAE	HP SM Foundation CC Usr SW E-LTU	20	2018-12-01	2019-11-30		\$0.00
T5015AAE	HP SM Foundation Nmd Usr SW E-LTU	10	2018-12-01	2019-11-30		\$0.00
T5016AAE	HP SM Help Desk CC Usr SW E-LTU	20	2018-12-01	2019-11-30		\$0.00
T5017AAE	HP SM Help Desk Nmd Usr SW E-LTU	10	2018-12-01	2019-11-30		\$0.00
T5024AAE	HP SM SLM CC Usr SW E-LTU	5	2018-12-01	2019-11-30		\$0.00
T5025AAE	HP SM SLM Nmd Usr SW E-LTU	5	2018-12-01	2019-11-30		\$0.00
T4511AAE	HP Cnct LDAP Usr SW E-LTU	30	2018-12-01	2019-11-30		\$0.00
T4247AAE	HP Cnct Base Connectors SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
T4247AAE	HP Cnct Base Connectors SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
T5014AAE	HP SM Foundation CC Usr SW E-LTU	20	2018-12-01	2019-11-30		\$0.00
T5016AAE	HP SM Help Desk CC Usr SW E-LTU	20	2018-12-01	2019-11-30		\$0.00
T4511AAE	HP Cnct LDAP Usr SW E-LTU	20	2018-12-01	2019-11-30		\$0.00
T4247AAE	HP Cnct Base Connectors SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
T9769AAE	HP IT Change Mgmt Suite CC Usr SW E-LTU	10	2018-12-01	2019-11-30		\$0.00
T9768AAE	HP IT Change Mgmt Suite Nmd Usr SW E-LTU	5	2018-12-01	2019-11-30		\$0.00
TF235AAE	HP UCMDB 10.00+ FndFedTpl Entl SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
TF235AAE	HP UCMDB 10.00+ FndFedTpl Entl SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
TF235AAE	HP UCMDB 10.00+ FndFedTpl Entl SW E-LTU	1	2018-12-01	2019-11-30		\$0.00
TF231AAE	HPE Universal Discovery Inventory 100 OS Instance Migration Software E-LTU	4	2018-12-01	2019-11-30		\$0.00
TOTAL						\$0.00