

REQUEST FOR PROPOSALS "RFP" PS20170690

PROVISION OF AN ENTERPRISE SERVICE MANAGEMENT PLATFORM

QUESTIONS AND ANSWERS NO.2

ISSUED ON JUNE 27, 2017

<p>Q1</p>	<p>Cloud Computing Questionnaire:</p> <p>a) Question 19 states: <i>"What if material modifications are made to the cloud service terms?"</i></p> <p>Can the City elaborate on what this question means, and give a specific example of a "material modification" to the cloud service terms?</p> <p>b) Question 21 states: <i>"What and how is COV informed when the SLA, Privacy Policies and Service agreements and other underlying policies and/or terms and conditions are changed?"</i></p> <p>Cloud services are typically provided under the provisions of a legal agreement between the two parties. As a matter of contract law, modifications to a legal agreement must be in the form of an amendment to the agreement and signed by both parties to the agreement. If this explanation does not address the question, would the City explain what question 21 is asking proponents?</p>
<p>A1</p>	<p>Some examples of material modifications to cloud service include:</p> <ol style="list-style-type: none"> 1. The vendor is acquired by, or merged with, another vendor 2. The vendor changes the firm running the vendor's datacenter 3. The vendor switches to a different IaaS provider 4. There are changes to the terms and conditions on some underlying service 5. There are changes in the routing of the data. Note: the City requires data not to travel outside of Canada; therefore, if the vendor changes its network provider, the vendor would be required to notify the City and confirm that data will not travel outside of Canada under the new network provider. <p>The intent of Cloud Questionnaire questions 19 and 21 is to allow the City's proposal evaluators to assess the proponent's method of communicating such changes to the City during the term of the contract. This communication is necessary to allow the City to determine if there is any impact or concern to the City's risk exposure during the contract term.</p>