

Ministry of Digital Transformation

Government of the Republic of Trinidad and Tobago (GoRTT)

REQUEST FOR INFORMATION

Solutions to Optimize GoRTT's Office Productivity

1. The Ministry of Digital Transformation (MDT) was established by Presidential decree via Gazette No. 111 of 2021 and is responsible for designing and leading the national agenda to digitalise the Republic of Trinidad and Tobago. A key activity in this digitalization effort is the establishment of an enterprise-wide ecosystem of interoperable software tools and solutions that fosters standardisation, choice and innovation, using appropriate technology, while offering value for money.
2. The Government of the Republic of Trinidad and Tobago (GoRTT) has been utilizing a suite of Microsoft applications across much of the Enterprise for over twenty years, via an Enterprise Agreement with Microsoft Corporation. As at the date of this RFI, this arrangement remains in force until June 30, 2024. The GoRTT is however, seeking to explore alternative but interoperable solutions, with a keen interest in utilizing open source software wherever possible, as a means of both reducing cost and providing the Public Service with exposure to new ways of fulfilling its day-to-day associated desktop and enterprise computing needs. A listing of the categories of solutions that GoRTT currently uses under the existing Microsoft Enterprise Agreement is provided in **Appendix I**.
3. This Request for Information (RFI) is therefore being issued to the local and international enterprise software provider market as part of the MDT's market research that may be used in planning future procurement activities. ***This RFI does not constitute an Invitation to Bid or Request for Proposals and will not result in an award of contract.***
4. Any subsequent tender process that may arise will be conducted in accordance with the Procurement Rules and Procedures established in the Handbooks and Guidelines issued by the Office of Procurement Regulation (OPR) to achieve compliance with the Public Procurement and Disposal of Public Property Act 2015.
5. Respondents are required to provide the following information:
 - a. The business name, address, telephone number, email address and date/ place of incorporation;
 - b. The name, designation, email address and direct telephone contact number of the vendor's designated representative for the purpose of this RFI;
 - c. The name, approximate product age, active development status, support status, foreseeable end-of-life, foreseeable end-of-support, full feature list of individual solutions, and associated brochures/ marketing/ descriptive product material that can be offered for each **Solution Category** indicated in **Appendix I**, and organised in the same order as the list;
 - d. Licensing models, especially volume licensing, available for each software solution offered e.g., fixed period, subscription-based, perpetual license, and assignment models e.g., single user, revocability, and transferability;

- e. Standard Of-the-Shelf list unit pricing, if publicly available;
 - f. Enterprise license management models available for each software solution/ collection of solutions offered e.g., KMS and online dashboard;
 - g. Installation/ hosting models available for each software solution offered e.g., SaaS, PaaS, IaaS, and On-premise Installation;
 - h. Patch/ update/ upgrade management and deployment models for each available software solution offered, including notification mechanism used especially in an enterprise environment;
 - i. Support models available for each software solution offered e.g., self-service, community support, 24//7/365, and support-on-demand (pay-per-ticket);
 - j. Partner or distributor status/ level for each software solution offered e.g., Gold or Silver. This should also include a description of partner/ distributor status/ level benefits;
 - k. Number of years of experience developing/ distributing and supporting each software solution offered;
 - l. Transition support resources and post-transition support resources available within the business, e.g. number and size of teams;
 - m. A list of clients, preferably but not limited to those within Latin America and the Caribbean (LAC) and especially for Government, where the software solutions offered have been successfully implemented. For each client, please include the following details:
 - (a) Solutions provided;
 - (b) Type of Industry;
 - (c) Size of operation (licenses);
 - (d) Support model(s) provided;
 - (e) Deployment model provided;
 - n. Any case studies of successful transitions to alternative but interoperable solutions, including open source software, with the public sector
 - o. A list of business partners/ distributors, preferably but not limited to those within LAC. Please include the following for each:
 - (a) Business name, address, telephone number and email;
 - (b) Brief description of the business relationship including activities which the business partner assists with or executes on your behalf; and
 - p. Typical timeline for deployment.
6. Respondents may request additional information by sending an email to ProcurementUnit@mdt.gov.tt.
 7. Completed packages must be clearly marked "***RFI for the Solutions to Optimize GoRTT Office Productivity***" and must be delivered electronically in Portable Document Format (PDF) via email to ProcurementUnit@mdt.gov.tt.
 8. Deadline for submissions: **Friday 29th September, 2023 at 4:00 PM AST.**

Permanent Secretary
 Ministry of Digital Transformation

Appendix I

No.	Solution Category	Microsoft Software Equivalent
i.	Office Productivity Suite	M365
ii.	Communication Software/Mail Post Platforms	Exchange Server
iii.	Meeting/Video Conferencing Software	SfB (Skype for Business) Server
iv.	File Sharing and Storage	SharePoint Server
v.	Collaboration Software	M365, SharePoint Server
vi.	Project Management Software	Project, Project Server
vii.	Workflow and Approvals Management Software	SharePoint Server
viii.	Document and Records Management Software	SharePoint Server
ix.	Security and Identity Management Software	M365 (Includes Azure AD)
x.	Data Analysis and Business Intelligence (BI) Tools	SQL Server Enterprise (Includes SSAS)
xi.	Database Management Systems	SQL Server Enterprise