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**Québec**  
**K1A 0S5**  
**Bid Fax: (819) 997-9776**

## **SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

### **Comments - Commentaires**

THIS REQUIREMENT CONTAINS A SECURITY  
REQUIREMENT. / CE DOCUMENT CONTIENT  
UNE EXIGENCE DE SÉCURITÉ.

### **Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

### **Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division  
des services professionnels en informatique  
11 Laurier St., / 11, rue Laurier  
3C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

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|---|--|
| <b>Title - Sujet</b><br>DATABASE STAKEHOLDER INF. MAN. SYS.   |  |
| <b>Solicitation No. - N° de l'invitation</b><br>B8807-110096/A  | <b>Amendment No. - N° modif.</b><br>003      |
| <b>Client Reference No. - N° de référence du client</b><br>B8807-110096   | <b>Date</b><br>2012-06-27                    |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$\$ZM-381-24442  |  |
| <b>File No. - N° de dossier</b><br>381zm.B8807-110096   | <b>CCC No./N° CCC - FMS No./N° VME</b>       |
| <b>Solicitation Closes - L'invitation prend fin</b><br><b>at - à 02:00 PM</b><br><b>on - le 2012-07-16</b>  |  |
| <b>Time Zone</b><br><b>Fuseau horaire</b><br>Eastern Daylight Saving<br>Time EDT  |  |
| <b>F.O.B. - F.A.B.</b><br><b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/> |  |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Aresta(zm div), Arden  | <b>Buyer Id - Id de l'acheteur</b><br>381zm  |
| <b>Telephone No. - N° de téléphone</b><br>(819) 956-5633 ( )  | <b>FAX No. - N° de FAX</b><br>(819) 956-5078 |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b>   |  |

**Instructions: See Herein**

**Instructions: Voir aux présentes**

|  |  |
|--|--|
| <b>Delivery Required - Livraison exigée</b>  | <b>Delivery Offered - Livraison proposée</b> |
| <b>Vendor/Firm Name and Address</b><br><b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   |  |
| <b>Telephone No. - N° de téléphone</b><br><b>Facsimile No. - N° de télécopieur</b>   |  |
| <b>Name and title of person authorized to sign on behalf of Vendor/Firm</b><br><b>(type or print)</b><br><b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b><br><b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b> |  |
| <b>Signature</b>   | <b>Date</b>                                  |

**Nombre de l'invitation / Solicitation No.: B8807-110096/A****Demande de Proposition / Request For Proposal****Pour / Required By****Citoyenneté et Immigration Canada / Citizenship and Immigration Canada****Modification de l'invitation / Solicitation Amendment No.3**

This amendment is raised to answer Bidders' questions and to extend the solicitation period to July 16, 2012 at 2:00 pm EDT.

**Bidders' Questions**

**Question 1:** Given that RTF (Rich Text Format) is an open standard format for word processing documents that is nearly universally supported and that WPD (WordPerfect Document) is a proprietary format, would Canada consider removing the requirement for WPD and add RTF? Canada's solution would have much improved interoperability if it has the capacity to export to RTF format.

**Answer 1:** Canada requires the solution to operate with the file formats identified in Section 6.1.2.5 (Requirements).

**Question 2:** In Annex B, Section 1 the Firm Price milestones begin with a Design milestone. This implies that requirements are complete. Is Canada willing to provide more details regarding the requirements so that design and configuration estimates can be more accurately developed?

**Answer 2:** The design and configuration of the solution must meet the requirements identified by Canada in Section 6.0 (Requirements).

**Question 3:** The Scope of Work section indicates a user base starting at 200 users and scaling to 5,000 users with 1,000 concurrent users. To allow vendors to estimate the hosted server environment appropriately, will Canada provide a timeline for scaling so that pricing for the 3 options years can be estimated accurately? Additionally, can Canada provide an estimate on the size and shape of data/transactions so that bandwidth estimates can be estimated appropriately?

**Answer 3:** User requirements:

Year 1: 200 users

Year 2: minimum 200 users up to 1,000 users

Year 3: minimum 200 users, up to 5,000 users

Canada will require server bandwidth of approximately 610 GB/annually to accommodate the data and transactions used by the solution.

**Question 4:** Can Canada provide more detail regarding the data to be converted. What are the number of sources of data, the volume of data both in number of records and size in Gb? This is required to accurately size and price both conversion effort and hosted storage requirements.

**Answer 4:** Canada will require server bandwidth of approximately 610 GB/annually to accommodate the data and transactions use by the solution.

Initial data migration will be approximately 2,000 records in .xls format, approximately 10 GB in size.

**Question 5:** In rated criteria R5 Canada is asking for the solution to allow users to be able “conduct stakeholder analysis through stakeholder mapping” and should allow “users to view a visual breakdown of stakeholder views”. Can Canada please elaborate by providing examples of what functionality what is being sought for both the stakeholder analysis and the visual breakdown?

**Answer 5:** Canada requires a stakeholder mapping tool which uses an x/y axis grid format which plots stakeholder interests based on a series of categories.

**Question 6:** With respect to Annex E - Evaluation Criteria, E2 Point Rated Criteria, criteria R4:

Could Canada please provide additional details on the nature of the desired functionality for sending SMS text messages. What is the anticipated number of messages being sent per year? Can you provide a use case or user story to demonstrate how you would like users to utilize this feature?

**Answer 6:** Canada requires the solution to have an SMS text message function for the use of sending brief informational messages. The anticipated nature or number of messages to be sent per year has not been identified.

**Question 7:** With respect to Annex E - Evaluation Criteria, E2 Point Rated Criteria, criteria R6:

Could Canada please provide additional details on the nature of the desired functionality for integration with RSS Feeds for each stakeholder record? Information on the number and size of feeds that are expected to be followed along with use cases and/or user Stories on how this feature would be utilized is needed to ensure costing, sizing and overall functionality meet Canada's requirements.

**Answer 7:** The RSS functionality requested is to display web-based RSS feeds for each stakeholder record in the solution. The number of initial records is estimated at 2,000, and will increase as required.

**Question 8:** Will Canada please extend the closing date of the RFP to July 24 in order for bidders to effectively include answers to questions in their responses?

**Answer 8:** Canada agrees to extend the closing date of the RFP to July 16, 2012.

**Question 9:** The requirement calls for a dedicated secure server in Canada. Is CIC open to the use of a software as a service offering in a multitenant environment if the security regime is the same?

**Answer 9:** If security of users and information is maintained and demonstrated in the response according to ISO 27001, then CIC will accept software as a service provided that the vendor assumes responsibility of applying all patches and updates to ensure a secure solution.

**Question 10:** Does the dedicated server need to be on the vendors site or CIC's site?

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**Answer 10:** CIC will not host the solution. The vendor must arrange for hosting the solution ensuring ISO27001 security about information management.

**Question 11:** Does CIC prefer to own the licenses for the software outright? In other words the vendor would be installing CIC-purchased licenses on the dedicated server. Again we ask if SaaS is an option whereby CIC pays a monthly charge per user instead of buying the licenses up front as a capital cost.

**Answer 11:** CIC will accept both options, however, the cost of the licenses must be part of the submitting bid.

**Question 12:** Seeking clarification on 6.2.3.1 that the limitations are on level of effort and not on duration of the task. In other words not to exceed x number of hours of effort as opposed to x hours project duration. Does CIC have a "go-live" date in mind?

**Answer 12:** The limitations are on level of effort.

**Question 13:** Is CIC open to receiving references from our clients at a later stage in the bid evaluation process? Since the requirement will take time to fulfill on our client's behalf we would prefer to ask them for this only once we know we are through to the demonstration phase in order not to place too much of a burden on them in the event a bid does not pass the preliminary evaluation screen.

**Answer 13:** Contractors must submit client reference with the Bid Proposal by the Bid closing date, per Section E3: References and Vendor Information.

**ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.**