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1045 Main Street  
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Moncton, NB E1C 1H1  
Bid Fax: (506) 851-6759

**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

Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution  
NB / PEI Division - Moncton Acquisitions Office  
1045 Main Street  
1st Floor, Lobby C  
Unit 108  
Moncton, NB E1C 1H1

<b>Title - Sujet</b> legal case management software	
<b>Solicitation No. - N° de l'invitation</b> 51019-128008/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 51019-128008	<b>Date</b> 2013-03-15
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MCT-018-4592	
<b>File No. - N° de dossier</b> MCT-2-35091 (018)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-03-27</b>	
<b>F.O.B. - F.A.B.</b> <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> Martin, Lisa M.	<b>Buyer Id - Id de l'acheteur</b> mct018
<b>Telephone No. - N° de téléphone</b> (506) 851-7811 ( )	<b>FAX No. - N° de FAX</b> (506) 851-6759
<b>Destination - of Goods, Services, and Construction:</b> <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> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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### Solicitation Amendment No. 3

This solicitation is hereby amended to provide the following questions and answers

#### Question 1.

Requirement number CM-10

What versions of GroupWise and Microsoft Exchange are currently deployed at VAC?

What do you mean by "seamless addition" in reference to e-mail and phone messages?

#### Response 1.

The version of GroupWise being used in VAC is GroupWise 7.0.3 HP4. We are not currently using MicorSoft Exchange, however we are planning to transition from GroupWise to Exchange within the next few years.

The "seamless addition" of e-mail and phone messages requirement refers to being able to save or store an e-mail or recorded message without having to first modify the source file or document. For example, a GroupWise message can be saved into the system as a GroupWise message.

#### Question 2.

Requirement number CM-12

What level of granularity is expected in terms of historical activity (tracking of all changes, tracking of changes to specific fields, such as status, etc.)?

#### Response 2.

The level of detail we would like to see with respect to "viewing the historical activity on the case", would be to the level of the status and stage fields for each case and the dates associated with the start and end of each stage or status checkpoint.

#### Question 3.

Requirement number SC-2

In order to adapt better to the technical environments of our clients, our product does not integrate imaging functionality with optical character recognition, but allows pre-scanned documents to be imported using a third-party application and to be indexed for searching. Does the fact that scanning capability is tied to a specialized application (implemented or to be implemented) meet the requirements of this specific item?

#### Response 3.

Yes, the use of a third application to meet this requirement will provide a positive response. Please include in your quote the name and function of the third application and a cost estimate.

#### Question 4.

Requirement number EC-2

Is the notion of a document "flag" the same thing as the notion of keywords (allowing the entry of several values for a single document), or is it a single value designed to identify the nature of the document, for example?

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**Response 4.**

Being able to "flag" files, refers to the idea of being able to use key words or symbols to identify specific phrases or ideas within a document. The requirement is to be able to identify multiple key words within a document or allow several different key words to be associated with the same document or use the same key word multiple times within a large document.

**Question 5.**

Requirement number EC-10

The previous items deal with the definition of document flags. Can you explain the notion of an information flag and provide an example of how it could be used to create a timeline?

**Response 5.**

Being able to create a timeline based on flagged information refers to the ability to associate a date with a document and then create a date ordered list of a number of documents flagged by date. The ordered list would have the document name and the date, both of which will have been coded by the user on the document.

**Question 6.**

Requirement number R-1

Is the checklist generic or specific to each type of case?

**Response 6.**

Checklist items would be both specific to each claim type, and generic across claim types. For example, there may be five generic checkpoints for all claims and three checkpoints unique to one claim type while another claim type has three other unique checkpoints in addition to the five generic checkpoints.

**Question 7.**

Requirement number R-3

Can you provide more detail on the expected sequence of events?

**Response 7.**

A Statement of Case is a digital image file containing documents compiled by the Veterans Review and Appeal board. The document package is loaded into the CSDN and a work item within CSDN is completed. The Case Management System should be able to send an automatic notification to the user responsible for the claim when the document is added to CSDN. This could be either through identifying that the digital image file has been loaded into the CSDN or that the work item has been completed.

The CSDN is a legacy system built using PowerBuilder. The information in it is stored in an Oracle DB (10 going to 11 shortly). We would need a scripting capability so that if a certain event happened in a CSDN table, we could force a script to run that would ultimately run a query against the Database and import information in the case management system... ie Biographical information. This would reduce the double data entry that would otherwise occur. Our thinking is that a database trigger would execute in certain cases and information would write this to a temporary table. Your program would poll this temporary table and if a new record was in it, the import would occur.

Solicitation No. - N° de l'invitation

51019-128008/A

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

mct018

Client Ref. No. - N° de réf. du client

51019-128008

File No. - N° du dossier

MCT-2-35091

CCC No./N° CCC - FMS No/ N° VME

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**Question 8.**

Requirement number NF-9

Is it possible to get a copy of the current Business Continuity Plan?

**Response 8.**

The business continuity plan is a comprehensive plan for the resumption of all VAC services following a disaster and cannot be shared. VAC has procedures in place to restore servers and databases in the event of a wide-scale failure. Therefore, this requirement is to ensure the ability to have regular back-ups and restores so that in the case of a major disaster, the system can be functional, including all data restored, within 10 days.

**Question 9.**

Requirement number NF-10

Please clarify the difference between the support expected under this item and that in item NF-5.

**Response 9.**

Difference between 2nd level support and user support.

NF5 is user support for a non-technical person who is trying to figure out how to do a specific task in the program. These would be the people who are actually using the program.

NF10 is for technical support for things like Database and developer support or issues not related to how to perform a specific action.

All other terms and conditions of the solicitation document remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

Name Lisa Martin

Telephone No.: (506) 851-7811

Facsimile No: (506) 851-6759