

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC  
Place du Portage, Phase III  
Core 0A1/Noyau 0A1  
11 Laurier St./11, rue Laurier  
Gatineau  
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 DOCUMENT CONTAINS A SECURITY  
REQUIREMENT

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

**Issuing Office - Bureau de distribution**  
Shared Systems Division (XL)/Division des systèmes  
partagés (XL)  
4C1, Place du Portage Phase III  
11 Laurier St./11, rue Laurier  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> GC CORRESPONDENCE MANAGEMENT SYSTEM	
<b>Solicitation No. - N° de l'invitation</b> EN578-133379/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 20133379	<b>Date</b> 2013-10-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-114-26372	
<b>File No. - N° de dossier</b> 114xl.EN578-133379	<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 2013-10-22</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Niyonambaza, Audace	<b>Buyer Id - Id de l'acheteur</b> 114xl
<b>Telephone No. - N° de téléphone</b> (819) 956-5017 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<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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**THE SOLICITATION AMENDMENT #003 IS RAISED TO MODIFY THE BID SOLICITATION AND TO ANSWER QUESTIONS FROM THE INDUSTRY.**

**Modification #018**

**Reference**

**Point-Rated Requirement R95**

**Modification #018:**

Point-Rated Requirement R95 is hereby modified to read as follows:

*The GCCMS should allow a User to view the file properties and path of Content, based on business rules.*

**QUESTIONS AND ANSWERS**

**Question # 064**

**Reference:**

**Mandatory Requirement M74:** *The GCCMS must work with Microsoft Outlook.*

**Point-Rated Requirement R66:** *The GCCMS should allow a User to attach a report using any email program approved by the Government of Canada.*

**Question #064:**

In Solicitation Amendment # 001, Question #006 was asked: *"The Enterprise E-Mail Solicitation Bid resulted in Microsoft Outlook being selected as the standard email client. Given this, we request that this rated requirement be removed or revised to reflect the standardization of Outlook as the email program."*

Answer # 006 stated: Point-Rated Requirement R66 has been modified to read: "The GCCMS should allow a User to attach a report using Microsoft Outlook".

Could you please advise on the expected timeframe for Microsoft Outlook to be implemented as the standard email client. Please provide information on how the GCCMS will be adopted in organizations using email packages other than Outlook, such as GroupWise or Lotus Notes.

**Answer #064:**

The proposed GCCMS must meet relevant Mandatory requirements (e.g., M6, M74 & M77). Additional points can be earned under specific Point-Rated requirements (e.g., R21, R39, R64 & R66) for Bidders who are able to accommodate other email packages, such as GroupWise or Lotus Notes.

The expected timeframe for Microsoft Outlook to be implemented as the standard email client is March 2015. With regards to how the GCCMS will be adopted, it will depend on the Contractor's response to Point-Rated Requirement R66.

### Question # 065

#### **Reference:**

**Mandatory Requirement M13:** The GCCMS must work with database management systems, including, but not limited to Oracle and SQL Server.

#### **Question #065:**

In Solicitation Amendment # 001, Question #007, was asked:

*"Regarding Mandatory Requirement M13: In this mandatory requirement, Canada has specified that the GCCMS must work with database management systems, including but not limited to Oracle and SQL Server. As many vendors support one or other database platforms, we suggest revising the requirement to reflect that the requirement as an "or" for example: "The GCCMS must work with database management systems, including but not limited to Oracle and OR SQL Server."*

Canada responded with Answer #007 which states "Mandatory Requirement M13 has been modified to read: "THE GCCMS must be SQL-compliant and interoperate with Oracle or SQL Server.""

In the RFP, Part 1: 1.2 Summary: a), it states that "Interest has been growing in the federal government for the past decade to gravitate to a single Commercial Off-The-Shelf (COTS) Correspondence Management System (CMS) for the Government of Canada (GC). The Government of Canada Correspondence Management System (GCCMS) is intended to replace the multitude of automated and semi-automated systems currently in use. The expectation is that implementing a common solution will provide the following benefits:

- i) Improve Productivity;
- ii) Enhance service quality and responsiveness to a more demanding client base;
- iii) Make more effective and efficient use of existing personnel and information;
- iv) Provide greater client satisfaction; and
- v) Allow each organization to adopt best-in-breed technology and tools.

In our experience there are two primary database management systems in the GC environment. If a solution is picked that is SQL compliant and interoperates with Oracle OR SQL Server, is the GC prepared to standardize towards a single database management system, in an effort to gravitate to a single CMS? If there is a movement to standardize, will the departments using the "other" database management system be required to change?

In order to accommodate the two primary database management systems in use at the various GC departments, we suggest the GCCMS interoperate with both, Oracle **AND** SQL Server.

If not please advise on the GC's plan to standardize the database management systems within the federal environment.

**Answer #065:** Canada has reviewed the request and the Bid Solicitation remains unchanged. The purpose of this procurement is to purchase a COTS Correspondence Management System, not a standard database management system.

**Question # 066****Reference:****Mandatory requirement M80:**

*The Bidder must have extensive completing individual and simultaneous CMS implementation projects of this size and complexity, both on time and on budget.*

*Simultaneous projects are defined as two or more CMS (or equivalent enterprise business applications) implementation projects completed simultaneously (i.e., when there was 2-6 months or more of overlap between the start and end dates of each project).*

*The Bidder must also provide verifiable evidence that it was a positive track record of rolling out a CMS solution across Canada and providing tasked based training and technical support to clients with a minimum of 500 users.*

**Question #066:**

Question #013: "The RFP refers to "previous experience with Correspondence Management Systems". However it does not specifically state "previous experience implementing the proposed solution." Will Canada permit respondent to propose the best solution, even if they have no experience with that specific tool, (but have the requisite experience with another tool) with the argument that expertise lies in the process rather than the tool itself?"

Answer #013: "Yes, as long as the proposed GCCMS is an existing and proven solution. Canada requires a system with processes that are well defined and ready to use."

Canada is looking for a COTS solution. The original wording in the RFI and the RFP asked for extensive experience in the solution and the tool, and outlines such in the original scope. As important as the tool itself, is the Bidder's experience with it. Additionally, Canada asks the Bidder to illustrate training plans and a project implementation plan, but we would like to note that there needs to be an extensive level of product knowledge and experience for this to happen with accuracy. Please describe what expectations and details a successful submission might have to contain in order to adequately measure how a Bidder will qualify (and verify) experience in both product implementation and product training, when they have no experience with the specific tool.

**Answer #066:** The Implementation Strategy and Plan would contain details on configuration management, quality management, testing, task-based training and other applicable areas of knowledge, in accordance with the PMI standard.

**Question # 067****Reference:**

**Point-Rated Requirement R78:** *The GCCMS should allow a User to conduct a keyword Search and receive the results in both Canadian English and Canadian French.*

**Question #067:**

In Solicitation Amendment # 001, Question #030 was asked: "Do you mean receiving the results simultaneously in French and English, or that the User can easily (immediately) switch between French and English while reviewing the results?"

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Answer #030 states: "The requirement is referring to the ability to easily switch between English and French while viewing the results, without having to redo the search."

Our understanding of this requirement allows the User to find and view all cases in either French or English through a single search. Please confirm this is acceptable.

**Answer #067:** When a User performs a search using a keyword(s) in either language, the GCCMS will find all relevant search results in both languages. For example, if a User searches for instances of 'seal hunt', he/she will be presented all Dockets which contain 'seal hunt' and 'chasse aux phoques'.

Therefore, the above interpretation of Point-Rated Requirement R78 is acceptable. The Bid Solicitation remains unchanged. Bidders should refer to the definition for 'Controlled Vocabulary' in Annex A, Appendix 2 for further guidance.

### Question # 068

**Reference:**

**Point-Rated Requirement R79:** *The GCCMS should allow a User to conduct a free text Search and receive the results in both Canadian English and Canadian French.*

**Question #068:**

In Solicitation Amendment # 001, Question #031 was asked: "*Do you mean receiving the results simultaneously in French and English, or that the User can easily (immediately) switch between French and English while reviewing the results?*"

Answer #031 states: "The requirement is referring to the ability to easily switch between English and French while viewing the results, without having to redo the search."

Our understanding of this requirement allows the User to find and view all cases in either French or English through a single search. Please confirm this is acceptable.

**Answer #068:**

The User should be able to enter search parameters in one language and find all relevant search results in both languages.

As such, the above interpretation of Point-Rated Requirement R79 is acceptable. The Bid Solicitation remains unchanged. Bidders should refer to the definition for 'Metadata Value' in Annex A, Appendix 2 for further guidance.

**Question # 069****Reference:**

**Point-Rated Requirement R95:** The GCCMS should allow a User to view the file properties and path of Content.

**Question #069:**

Solicitation Amendment 001, Question #035: "Would 'path of Content' include a file system path?"

Answer #035: "Correct."

In A.4 under "Security", Canada states "that safeguards are applied to protect any information and resource asset at any point in the lifecycle".

From our experience with industry standards and security departments, providing the absolute file path to a user is a security violation and would violate A.4.Security. Canada's Answer #035 provided in Solicitation Amendment 001 should be revised.

We recommend that "Path of Content" be defined as a "logical path" rather than an absolute one and that Answer #035 should be: "*The GCCMS should allow a User, based on role, to view the relevant file properties and logical path of Content*".

**Answer #069:** Point-Rated Requirement R95 has been amended to read: "*The GCCMS should allow a User to view the file properties and path of Content, based on business rules.*"

**Question # 070****Reference:**

**Point-Rated Requirement R98:** The GCCMS should integrate with scanning products and software.

**Question #070:**

Solicitation Amendment 001, Question #037: "*Could you please provide details on what information is exchanged between the scanning product and the GCCMS, and what business scenario is covered by this feature?*"

Answer #037: "A User should be able to click a button that says 'Import from Scanner'. This would pop up a native (i.e., Windows TWAIN) scanning dialog. When the scan is completed, the data would return to the application. This eliminates scanning and saving documents separately before importing them."

Canada states:

Annex A, Appendix 1 Statement of Requirements (SOR), Mandatory Requirement M73: "*The GCCMS must provide a web service that is platform independent and works with any browser including but not limited to Microsoft Internet Explorer 8+, Google Chrome 23+, and Mozilla Firefox 17+.*"

Annex A, A.2 GCCMS Goals and Objectives: "*The goal is to implement a GCCMS model like the one depicted in Figure A-1. This solution requires a common base configuration that can be securely accessed and used by multiple tenants (i.e., federal departments, agencies, organizations and business units) in the near-, mid- and long-terms. The GCCMS must be flexible and scalable to meet a broad*

*range of User, Administrator and System Administrator requirements without compromising the common base configuration.*

*The GCCMS must feature a web user interface and conceptualize the use of mobile and remote access technologies. The objective is to integrate Canada's data management infrastructure, applications and systems, thereby simplifying correspondence management."*

Part 5, Section 5.3: "Bidder Certifies that all software is 'Off-the-Shelf'".

Annex A, Appendix 2, Section A.4: Canada defines Integration as "to seamlessly bring together or incorporate one or more applications into a single solution using Application Programming Interfaces (API) and without scripts".

In Solicitation Amendment 001, Answer #037 conflicts with the purpose of web-based software as defined by Mandatory Requirement M73 and Annex A, A.2 - GCCMS Goals and Objectives. To launch a native scanning dialogue, a web-based software will have to interact with a user's desktop environment. HTML5 compliant browsers (Chrome, Firefox, and IE 10) have very limited access to the user's desktop while non-HMTL5 browsers (IE 8,9) cannot access the user's desktop environment and maintain the web application standard "zero foot print" design pattern.

The proposed scenario in Answer #037 also includes a description of data being transferred from native scanning software into the GCCMS. Given the high number of native scanning applications used by the Government of Canada, without knowing the specific software it is impossible for the vendor to be compliant with Part 5, Section 5.3 and Annex A, Appendix 2, Section A.4, Integration.

Canada's Answer #037 gets into specifics of how the solution should work.

The response should be amended to address the question "*Could you please provide details on what information is exchanged between the scanning product and the GCCMS, and what business scenario is covered by this feature?*" without specifics on how the solution should operate, unless the methodology described is a stated requirement. Please advise.

**Answer #070:** Canada has reviewed the request and the Bid Solicitation remains unchanged. The details associated with the implementation of Point-Rated Requirement R98 are the responsibility of the Bidder.

### Question # 071

#### Reference:

**Mandatory Requirement M74:** The GCCMS must work with Microsoft Outlook.

#### Question #071:

Solicitation Amendment 001, Question #044: "Please provide examples of what specific functionality is required? Which version of Outlook?"

Answer #044: "A User should be able to click on an email message in Microsoft Outlook 2007 or greater, and export it to the GCCMS with the click of a button. Bidders should refer to Point-Rated Requirement R99 for additional information."

Canada states:

Annex A, Appendix 1 Statement of Requirements (SOR), Mandatory Requirement M73: *"The GCCMS must provide a web service that is platform independent and works with any browser including but not limited to Microsoft Internet Explorer 8+, Google Chrome 23+, and Mozilla Firefox 17+."*

Annex A, A.2 GCCMS Goals and Objectives: *"The goal is to implement a GCCMS model like the one depicted in Figure A-1. This solution requires a common base configuration that can be securely accessed and used by multiple tenants (i.e., federal departments, agencies, organizations and business units) in the near-, mid- and long-terms. The GCCMS must be flexible and scalable to meet a broad range of User, Administrator and System Administrator requirements without compromising the common base configuration.*

*The GCCMS must feature a web user interface and conceptualize the use of mobile and remote access technologies. The objective is to integrate Canada's data management infrastructure, applications and systems, thereby simplifying correspondence management."*

Annex A, Appendix 2, Section A.4: Canada defines Integration as "to seamlessly bring together or incorporate one or more applications into a single solution using Application Programming Interfaces (API) and without scripts".

In Solicitation Amendment 001, Answer #044 conflicts with the purpose of web-based software as defined by M73, Annex A, A.2 GCCMS Goals and Objectives and Annex A, Appendix 2, Section A.4, Integration.

Canada's Answer #044 gets into specifics of how the solution should work. The response should be amended to address the question "Please provide examples of what specific functionality is required? Which version of Outlook?" without specifics on how the solution should operate, unless the methodology described is a stated requirement. Please advise.

**Answer #071:** Canada has reviewed the request and the Bid Solicitation remains unchanged. The details associated with the implementation of Mandatory Requirement M74 are the responsibility of the Bidder.

### Question # 072

**Reference:**

**Bid Solicitation Document**

**Question #072:**

Please confirm that, for the purposes of this bid solicitation, a Correspondence Management System is defined as a software solution that enables electronic communication between two or more parties of various media, such as but not limited to letter, fax, and email.

**Answer #072:** The GCCMS is described in numerous places throughout the RFP. Bidders should refer to Point-Rated Requirements R110 and R111 for additional details on document types, document forms, and the sources and destinations of correspondence.

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**Question # 073****Reference:****Client and Project Reference Information****Question #073:**

We have references where we have delivered larger solutions that included the implementation of functionality to support the following process:

- internal or external user submission of request for either service or information;
- management of the fulfillment of the request;
- response to the internal or external user with the result of the request fulfillment.

Does a reference similar to the above qualify as a "CMS implementation project"?

**Answer #073:**

The requirements associated with project references as stated in Section 3.2 (b) (vii) A (1) to (3), in Mandatory Requirement M80 and elsewhere in the Bid Solicitation are clear and precise.

The selection of applicable project references is the sole responsibility and at the discretion of the Bidder.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**