

Amendment 1 to Request for Information 1000234567  
KNOWLEDGE AND EVENT MANAGEMENT SOLUTION (KSP) RFI  
QUESTIONS AND ANSWERS 1-8

Questions 1 to 4 Reference Key Objectives Section:

*Objective #1. Role based access controls*

**Question 1:** Is it possible to provide additional information on how roles would be used in your implementation of a Knowledge Management Solution and in an Events Management Solution?

**Response 1:** The solution has to have the following roles/profiles:

System administrator

- Controls access (administers the list of users) and the system access roles and profiles (including promoting and demoting users)
- Controls all KSP content

Hub administrator

- Controls hub access (administers the list of their hub users) and the hub access roles and profiles (including promoting and demoting)
- Controls hub content

Contributor

- Creates and maintains content, events, e-learning and event evaluation
- Views the list of all contributors by country/ international organization

User

- Participates in discussion forums
- Participates in webinars
- Registers for events
- Views content (E-learning and Library)

The event component should include different profiles are associated with independent events, e.g. event leader, event expert & event host. The users with these profiles have to be able to approve and decline invitations to an event, add, remove and publish final event documents and links, create discussion forums.

*Objective #3. Business process workflow and automation*

**Question 2:** Does this requirement refer to the traditional document management workflow for document approvals? Perhaps a scenario can be provided to better understand the requirement?

**Response 2:**

Scenario 1 – Registration process

The entire registration process to the solution has to be done automatically through an email system put in place and a flexible data base that is administered by administrators.

Scenario 2 - Register to event process

Amendment 1 to Request for Information 1000234567  
KNOWLEDGE AND EVENT MANAGEMENT SOLUTION (KSP) RFI  
QUESTIONS AND ANSWERS 1-8

The entire registration and approval process of a participant to an event has to be done automatically through the system, e.g. automated email, list of participants, different level of approval, view status, etc.

*Objective #4. Registration – self-registration and authentication of new users*

**Question 3a:** Could you please explain if the self-registration requirement is only for users that would be attending a Webinar?

**Response 3a:** No, self-registration and authentication is for the first time user to register to use the solution.

**Question 3b:** We assume that for the knowledge management solution, users would be assigned IDs and access rights with which to authenticate in order to use the solution and access appropriate documents. So could you please clarify this requirement as it relates to knowledge management and to event management?

**Response 3b:** The assumption is correct.

Users of the solution would need to register for use and be assigned a role which would permit them specific access rights.

Users logged-in to the solution and when an event is created only those on the distribution list for the event would be provided access rights to the event.

*Objective #5. Interoperability –ability for end-users to view the application graphical user interface and use the application on different types of computers, platforms, devices, networks, and applications to work together, without prior communication, to find, retrieve, understand, exchange, and re-use Web content*

**Question 4:** We understand that you need access from various devices internally and externally, and also perhaps that you need interoperability with your existing applications. However, we are not clear on which applications need to work together, or what is meant by "without prior communication". Also, are you saying that you want to re-use your existing Web content within the proposed solutions? Could you please provide additional information for this requirement?

**Response 4:** The intent of the statement is to imply that the interface will render the static content independent of the user's device that is accessing it. As well if users click a link to view a document stored on the solution will be able to display it as it should contain a native document viewer that is able to interpret various content types such as PDF, DOC, JPG, ODF, etc.

Dependent on the proposed application architecture of the solution there may be different components for the content management, event management, web conferencing, etc. that make-up the solution. Each one of these components must work together as a solution with a

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KNOWLEDGE AND EVENT MANAGEMENT SOLUTION (KSP) RFI  
QUESTIONS AND ANSWERS 1-8

common look and feel and not independently of each other. Users should not be expected to install plug-ins or add-ons to their device to use the solution which is the intent of the statement “without prior communication”.

**Question 5:** Does CRA already have underlying platform/platforms to help serve the intended requirements?

**Response 5:** No. The platform is intended for external use by CRA, partner and international tax organizations/governments therefore must be available externally as either a GoC hosted or cloud solution.

**Question 6:** Will CRA be leveraging its investment in existing platforms within the department?

**Response 6:** No. The solution would be separate from existing CRA platforms.

**Question 7:** Could you confirm if HP Service Manager, BMC Remedy, and/or other platforms are already in place that will help address the RFI Knowledge Management and Event Management requirements?

**Response 7:** The platform would not be leveraging existing assets.

**Question 8:** Please clarify the meaning of “Events Management”. Are you referring to social or infrastructure events? Please confirm if this is a SIEM Tool that CRA is interested in?

**Response 8:** Events Management is not referring to events generated by software or hardware incidents or alerts but rather social events that would be related to country or organizational specific meetings, courses, webinars, conferences, etc. scheduled by permitted users of the solution.