



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC**

**Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
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**

**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> DISABILITY CASE MANAGEMENT SYSTEM	
<b>Solicitation No. - N° de l'invitation</b> M7594-164700/B	<b>Amendment No. - N° modif.</b> 008
<b>Client Reference No. - N° de référence du client</b> M7594-164700	<b>Date</b> 2017-10-26
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-129-31753	
<b>File No. - N° de dossier</b> 129x1.M7594-164700	<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 2017-11-03</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> Riopel, Andrea	<b>Buyer Id - Id de l'acheteur</b> 129xl
<b>Telephone No. - N° de téléphone</b> (873) 469-3984 ( )	<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/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## DISABILITY CASE MANAGEMENT SOLUTION

This Amendment # 008 is raised to:

- (1) Answer questions raised by the Industry.

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### QUESTIONS AND ANSWERS

#### Question No. 24

7.12 c iv) on page 33 of 87 of the RFP calls for i) “Answered by a live operator within 45 seconds of a call 80% of the time...”. As the DCM Solution is a case management capability and not a real-time system for emergency response, the ‘45 seconds’ requirement seems unnecessary and unrealistic. We are requesting that this requirement be revised to read ‘30 minutes’ instead of ‘45 seconds’.

#### Answer No. 24

No, the requirement will remain the same.

#### Question No. 25

Appendix B – Security Controls Profile outlines the client’s security requirements for the solution. The Security System Plan must address the “how” of each of these requirements. For example, the Security System Plan needs to outline the System Security Architecture, which in turn needs to outline how it proposes to address the three major areas of Technical Security, Operational Security and Management Security. Further, under Technical Security, the first item is Access Control (AC). In the plan, it will be necessary to outline how the DCM Solution provides AC – or at the very least indicate it has that ability. For example, Access Control will be managed through DCM Solution access control lists and Active Directory, etc., etc. This is an exhaustive list of requirements that needs to be addressed, all of which has to be completed before the DCM system goes live. Is it acceptable to provide a Table of Contents rather than a full Security System Plan at this stage as many of these items will evolve through system design and/or change based on business and architectural requirements? Developing a full Security System Plan is a very substantial ask prior to award of contract as this is typically developed as part of the project. Please clarify.

#### Answer No. 25

A fully detailed plan is not required, but a high-level description of IT security processes, procedures and elements is necessary to evaluate the Contractor's ability to provide a secure environment and handle the security aspects.

**Question No. 26**

Given that we have still not received answers to key questions that were submitted previously, and that the timeliness of answers to questions has a direct impact on our ability to respond to the RFP in a timely manner, we are hereby requesting an extension to the bid close date until November 14.

**Answer No. 26**

No further extensions will be granted.

**Question No. 27**

There are a few references to ITSG-33 within the RFP that may be viewed as different statements. Please clarify which of the following are accurate statements:

- I. Meeting ITSG-33 allows bidders to gain extra points as part of rated requirement T5-R;
- II. Bidders must meet the requirements in Appendix-B, which was built using ITSG-33 as a reference;
- III. Bidders will need to meet ITSG-33 fully in order to get authority to operate once through the SA&A process.

**Answer No. 27**

- I. Meeting ITSG-33 allows bidders to gain extra points as part of rated requirement T5-R;  
[This statement is correct as part of the rated requirements.](#)
- II. Bidders must meet the requirements in Appendix-B, which was built using ITSG-33 as a reference;  
[This statement is correct.](#)
- III. Bidders will need to meet ITSG-33 fully in order to get authority to operate once through the SA&A process.  
[Bidders will need to meet ITSG-33 security controls as detailed in Appendix B in order to pass the SA&A process.](#)

**ALL THE OTHER TERMS AND CONDITIONS OF THIS SOLICITATION REMAIN UNCHANGED**