Part - Partie 1 of - de 2
See Part 2 for Clauses and Conditions
Voir Partie 2 pour Clauses et Conditions

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Quebec
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

Title - Sujet Linguistic Management System	
Solicitation No. - N° de l'invitation EN578-170004/B	**Amendment No. - N° modif.** 006
Client Reference No. - N° de référence du client EN578-170004	**Date** 2018-12-21

GETS Reference No. - N° de référence de SEAG
PW-$$EE-006-33702

File No. - N° de dossier 006ee.EN578-170004	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin at - à **02:00 PM** on - le **2019-01-10**	**Time Zone** **Fuseau horaire** Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.
Plant-Usine: ☐ Destination: ☑ Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à: Dhir, Shaveta	**Buyer Id - Id de l'acheteur** 006ee
Telephone No. - N° de téléphone (613) 720-9354 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**
Vendor/Firm Name and Address **Raison sociale et adresse du fournisseur/de l'entrepreneur**	

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

Issuing Office - Bureau de distribution

Systems Software Procurement Division / Division des achats des logiciels d'exploitation
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Canada

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EN578-170004/E
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EN976-180875

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006
File No. - N° du dossier
EN976-180875

Buyer ID - Id de l'acheteur
006ee
CCC No./N° CCC - FMS No./N° VME

REQUEST FOR PROPOSAL (RFP)

AMENDMENT 006

This amendment 006 is issued to respond to questions from industry and to update the RFP document:

A)   In the French version only, Delete Section 3.1.6: Bidders Additional Instructions: a) Cover Page: The front cover page of each volume (or Section) of the bid should identify the title of the bid, the solicitation number, the volume number and the full legal name of the Bidder.

B)   In the French version only, Delete Section 3.1.6: Bidders Additional Instructions: (c) Headers and Footers: Each subsequent page of each volume of the bid should include a header and/or footer that includes the following information:

C)   In the French version only, Delete Section 7.9.1: Basis of Payment: Discontinuation of Adjustment Indices

If any of the official Government(s) Economic Price Adjustment indices set out in the Contract are discontinued, the parties should immediately thereafter agree to establish replacement indices or formulate adjustments consistent with those set forth in the Contract.

Question 1:

I was wondering if any of the required forms are available for download in editable format, e.g. Annex B, etc.?

Response 1:

The required forms are not available in editable formats.

Question 2:

Can you please clarify how we are to submit our questions and clarifications to the RFP?

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Response 2:

All enquiries must be submitted in writing to the Contracting Authority, as per Section 2.4 of the RFP.

Question 3:

I wanted to confirm that we can submit via email and via post is not required.

Response 3:

Proposals can be submitted via e-mail, as per Section 2.2 of the RFP. A hard copy is not required if the bid is submitted electronically.

Question 4:

Can you explain the purpose of the requirement for CAT-TM-05.22? Can we read the requirement as the system should automatically convert source, updated source and final target document into the appropriate format for the CAT tool to perform translation and for the automatic update of the TMs?

Response 4:

CAT – TM 05.5.22 : The LSRMS Solution should allow manual and automatic conversion of original source, updated source, and final target documents into text.
This refers to the conversion of a source document that cannot be edited such as a static PDF to a text format that is editable by CAT tool and is compatible with translation memory.

Question 5:

Please describe what is the expected functionality for question CAT-TRMB-07.5. What is "auto-term extraction"?

Response 5:

Refer to SOW 3.7.2.8 :Term Extraction for in depth explanation.
The goal of terminology extraction is to automatically extract relevant terms from a given corpus. Terms can be extracted either manually, or by highlighting words in documents and transferring them to a program, such as Word or Excel, or automatically, by using term extraction tools. The standard that defines an XML-based framework for representing structured terminological data referred to as TermBase eXchange (TBX).

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Question 6:

In reference to question ARA-ANLT-02.3, can the Translation Bureau confirm what would be the purpose of the import of analytical information within the LSRMS?

Response 6:

PWGSC would like the capability in the event that it may be required during the data migration phase before LSRMS Solution is fully operational. The requirement remains unchanged.

Question 7:

In reference to question ARA-ADT-04.6, can the Translation Bureau confirm what would be the purpose of the import of audit information within the LSRMS?

Response 7:

PWGSC has removed this requirement.

Question 8:

In reference to question DTA-ARCH-04.12, can the Translation Bureau confirm what would be the purpose of importing reports within the LSRMS? Wouldn't exporting reports be sufficient?

Response 8:

PWGSC would like the capability in the event that it may be required during the data migration phase before LSRMS Solution is fully operational. The requirement remains unchanged.

Question 9:

In reference to question CAT-EDIT-04.5, it says "The LSRMS Solution should allow a User to select how source and target segments are displayed." Can you describe this further as we are unsure on what "how" refers to?

Response 9:

This requirement refers to the ability for a user to configure how they would like to view the source and segment and meet accessibility standards (i.g.: source left or right to target, source above or below target, color blind individual etc..) Also refer to accessibility standards section 5.5 of the SOW.

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Question 10:

Page 19 of Amendment 4, point 3.3.2 says "The bidder should complete and submit Attachment 3.3 – Financial Proposal Requirements in an electronic and hard copy format to ensure consistency in the evaluation of each Bidder's Financial Bid." If we are only submitting our entire response electronically, are we also obliged to submit Attachment 3.3 as a hard copy on its own? If so, how many copies are required?

Response 10:

Hard copy format of Attachment 3.3 – Financial Proposal Requirements is only required if the Bidder chooses to submit its bid in hard copies as per Section 3.1 (c) of the RFP.

Question 11:

Is the Translation Bureau looking for suppliers to provide a response confirming each and every requirement listed in Appendix G? Or do suppliers merely need to take this appendix into account when answering the IT Security questions listed in the RFP?

Response 11:

The Bidder does not have to confirm each of the requirement in Appendix G during the proposal stage. The Bidder must respond to the IT Security Criteria in the Mandatory Technical Evaluation (Attachment 4.1) and the Point Rated Technical Evaluation Requirement (Attachment 4.2).

Question 12:

CAT-ANLZ-03.4 - The LSRMS Solution should allow documents to be scanned.
What do you require for documents being scanned, and into which system(s)?

Response 12:

It should be possible to get a word count from a scanned document, the analyser should have OCR capabilities.

Question 13:

CAT-ANLZ-03.23 The LSRMS Solution should provide an indication if the document is uploaded manually or automatically is password protected.
How would they be uploaded automatically (for ex. via an integration)? What are the requirements for documents to be password-protected?

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Response 13:

The functionalities linked to the uploading capacity should detect if a document is password protected.

Question 14:

CAT-ANLZ-03.24 The LSRMS Solution should allow word count rules to be configurable for:
a) Character type,
c) Symbols.
Would you like to count words by defined characters and symbols?

Response 14:

The word count capacity should be able to be configured to adapt to different languages that may have a different set of characters and symbols and should be customizable as if to exclude for example bullet in the word count.

Question 15:

CAT-EDIT-04.5 The LSRMS Solution should allow a User to select how source and target segments are displayed.
Are you referring to filtering options for source and target text? Please provide additional detail.

Response 15:

This requirement refers to the ability for a user to configure how they would like to view the source and segment (e.g. source left or right to target, source above or below target.)

Question 16:

CAT-EDIT-04.11 The LSRMS Solution should allow source and target context comparison.
Is this to support TM lookup functionality for segments? Otherwise please provide additional detail.

Response 16:

The solution should allow to display context from proposed source. When a translator researches through the CAT tool, context should be available (e.g. segments before and after the results).

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Question 17:

CAT-TM-05.3 The LSRMS Solution should comply with XLIFF 2.0 (XML Localisation Interchange File format).
Do you need to be able to import TMs from XLIFF files, or only parse XLIFF for translation?

Response 17:

The LSRMS Solution must comply with XLIFF 2.0 (XML Localisation Interchange File format). PWGSC would like the capability of importing and exporting XLIFF files (i.g Translation memory or Term base memory)

Question 18:

CAT-TM-05.8 The LSRMS Solution should comply with UTF-8 and UTF-16 (Unicode Transformation Format).
Do you need to be able to parse different different utf8 and utf16 files? Otherwise please provide additional detail.

Response 18:

The LSRMS Solution should comply with UTF-8 and UTF-16 (Unicode Transformation Format) PWGSC would also like to have the ability to parse UTF-8 and UTF-16 files.

Question 19:

CAT-TM-05.32 The LSRMS Solution should allow a User with the proper role, access rights and permission to configure the storage retention period for original source, updated source, and final target documents.
Do you mean a configurable date then automatically delete files after such period?

Response 19:

The LSRMS Solution should have the ability to configure the storage retention period or purge and archive documents based on a configurable retention period.

Question 20:

CAT-TRMB-07.5 The LSRMS Solution should have auto-term extraction.
Can you elaborate on auto-term extraction, and how you expect it to work?

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Response 20:

Refer to SOW 3.7.2.8 : Term Extraction for in depth explanation. The goal of terminology extraction is to automatically extract relevant terms from a given corpus. Terms can be extracted either manually, or by highlighting words in documents and transferring them to a program, such as Word or Excel, or automatically, by using term extraction tools. The standard that defines an XML-based framework for representing structured terminological data referred to as TermBase eXchange (TBX).

Question 21:

CAT-TRMB-07.7 The LSRMS Solution should allow verification of term against predefined set of terms. terminology, dictionaries, glossaries, lexicons in different formats;
Do you mean one of these formats or all formats? If it's all formats could you please explain your business requirements for term verification?

Response 21:
An example might be: a client that requires translation of Aviation documents may have also provided reference (terminology, dictionaries, glossaries, lexicons), the Translation Bureau may have created a term base of Aviation terms for this project using the provided reference documents, the LSRMS Solution should allow verification of terms from the created term base.

Question 22:

CAT-QA-08.4 The LSRMS Solution should allow real-time on-the-fly QA checks based on predefined or customizable configuration.
Can you elaborate on what you mean by on the fly QA checks?

Response 22:

QA modules perform linguistic controls by checking terminology usage, spelling and grammar, and confirming that any non-translatable items (e.g. certain proper nouns) are left unaltered. They can also detect if numbers, measurements and currency are correctly rendered according to target language conventions. At the engineering level, they ensure that no target segment is left untranslated, and that the target format tags match the source tags in both type and quantity. With QA checklist conditions met, the document can be confidently exported back to its native format for final proofing and distribution. The LSRMS Solution should allow real-time on-the-fly QA checks based on predefined or customizable configuration.

Question 23:

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CAT-QA-08.6 The LSRMS Solution should allow a User with the proper role, access rights and permission to generate the following QA report types;
b) Customizable
How would these reports be customizable?

Response 23:

QA reports should be customizable based on QA functionality data, an example may be a certain group may want a report on only a specific type or group of errors.

Question 24:

CAT-QA-08.9 The LSRMS Solution should allow the QA report to be exported in;
a) MS Excel (xls, xslx),
b) MS Word (doc, docx),
c) PDF,
d) XML, and
e) CSV.
Do you mean one of these formats or all formats? If for all formats could you please explain your usage cases?

Response 24:

The LSRMS Solution should allow the QA report to be exported in any of these formats.

Question 25:

CAT-QA-08.17 The LSRMS Solution should allow a User with the appropriate role, access rights and permission to create, edit, delete and archive internal Translation Bureau and external resource(s) document quality evaluation reports.
What are the requirements for document quality evaluation reports?

Response 25:

Please refer to CAT– QA -8.4 to CAT– QA -8.9 and CAT-QA-8.17 and CAT-QA-8.18 inclusive for requirements on quality evaluation reports.

Question 26:

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CAT-QA-08.18 The LSRMS Solution should allow a User with the appropriate role, access rights and permission to configure the parameters for document quality evaluation report for example, the frequency, alerts, notifications, distribution, internal Translation Bureau resource(s) and external resource(s).
What are the requirements for document quality evaluation reports?

Response 26:

Please refer to CAT– QA -8.4 to CAT– QA -8.9 and CAT-QA-8.17 and CAT-QA-8.18 inclusive for requirements on quality evaluation reports.

Question 27:

ARA-RPTG-03.12 To export pre-defined (canned) report information and data in various file formats by a
b) MS Word (doc, docx),
d) JSON,
f) XML file.
b) MS Word (doc, docx),
d) JSON,
f) XML file.
Can you define (or give an example) of a predefined canned report?

Response 27:

Please refer to the (SOW) appendix C for examples of reports.

Question 28:

USR-ROLE-01.12: For a User with the proper role, access rights and permission be able to delegate their own role to another User for a configurable period of time.
Do you mean sharing their login? If not can you explain what you mean by delegating their role?

Response 28:

For example: an (Admin) with a specific role, access and permission is on vacation for 1month and they have a replacement for 1 month, they should be able to give proxy access to their role, access and permissions set for 1 month, the "Proxy" should be able to login through his own login credentials and should be able to perform tasks using the same role as the (Admin).

Question 29:

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USR-CRED-05.1 To directly transfer or upload credentials for authorized Users to the LSRMS Solution and any other applicable components.
What do you mean by uploading credentials?

Response 29:

For example: if a user logged into the LSRMS Solution with the proper login data, the authorization data should be transferred or uploaded to other modules, functionalities and any other applicable components of the LSRMS Solution.

Question 30:

USR-CRED-05.2 Provide the capability to define credentials for authorized Users to the LSRMS Solution and any other applicable components.
What do we mean by defining credentials?

Response 30:

In this case a "Credential" is a piece of information that is sent from one computer to another to check that a user is who they claim to be or to allow someone to see information. The LSRMS Solution login data should be configurable and definable per government of Canada security controls.

Question 31:

TECH-01.18 To support validation and confirmation of data entry by field type, data sizes, table properties and pre-configured list of values for example; only valid postal code format will be accepted for postal code.
Where would this validation take place?

Response 31:

The validation of data should be part of any data entry screen to minimize data entry errors.

Question 32:

ARA-ADT-04.6 The LSRMS Solution should allow importing of the audit information and data in different formats;
a) MS Excel (xls, xlsx),
b) MS Word (doc, docx),
c) PDF,

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d) Txt, and
e) Csv.
Please explain your requirements for importing audit information.

Response 32:

PWGSC has removed this requirement.

Question 33:

6.6.3.4 Security Integration Test Report
The Security Integration Test Report must include, for each of the test items in the Integration Security Test Plan:
a) The expected results (i.g., pass/fail criteria);
b) The actual results; and
c) A description of deviations and how each was resolved.
Can you please share more detail on the security integration requirement report?

Response 33:

Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 34:

6.6.3.3 Security Integration Test Plan
The Contractor must provide a Security Integration Test Plan as part of the IT Security Plan submission to PWGSC for acceptance that must include:
a) the security functions to be tested;
b) PWGSC witnessing the testing arrangements; and
c) for each security function or sets of security functions, the items to be tested, including:
i. A description of the test case, procedure, or scenario;
ii. Environmental requirements;
iii. Ordering dependencies; and
iv. Expected results (i.g., pass/fail criteria).
The Contractor must provide an updated SRTM to PWGSC that includes for each security requirement to be tested by the Security Integration Test Plan, the tracing (a reference to an identifiable element) to integration security testing test cases.
The Contractor must conduct security integration testing in accordance with the Security Integration Test Plan.
Can you please share more detail on the security integration test plan?

Response 34:

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Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 35:

6.6.2.4 Security Assessment and Authorization Gate 3
a) Security Installation Verification Plan,
b) Security Installation Verification Report,
c) Updated SRTM with Security Installation Verification mapping to security requirements,
d) Security Integration Test Plan,
e) Security Integration Test Report,
f) Updated SRTM with Security Integration Test Report mapping to security requirements,
g) Vulnerability Assessment Plan,
h) Vulnerability Assessment Report, and
i) Updated SRTM with Vulnerability Assessment Report mapping to security requirements.
It would be useful for us to know the format of these reports/plans along with some scope detail.

Response 35:

Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 36:

6.6.3.1 Security Installation Verification Plan
The Contractor must provide a Security Installation Verification Plan as part of the IT Security Plan submission to
PWGSC that must include:
a) The security verification approach;
b) PWGSC witnessing arrangements;
c) An outline of the security verification items; and
d) For each security verification item:
i. A description of the verification scenario;
ii. Ordering dependencies; and
iii. Expected results (i.g., pass/fail criteria).
The Contractor must provide an updated SRTM to PWGSC that includes for each security requirement to be tested by the Security Installation Verification Plan, the tracing (a reference to an identifiable element) to security installation verification test cases.
The Contractor must conduct security installation verification in accordance with the accepted Security Installation Verification Plan.
The Contractor must correct installation and configuration errors and omissions that are detected as a result of the security installation verification.
It would be useful for us to know the format of these reports/plans along with some scope detail.
Can you please share the security installation verification plan for review and acknowledgement?

Response 36:

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Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 37:

6.5.1 IT Security Operations Center
a) Coordinate security Incidents responses in close coordination with PWGSC,
b) Include a unique and dedicated telephone number available 24 hours per day, 7 days per week, 365 days per year and answered using the official languages of PWGSC (English and French) as requested by the caller,
c) Act as a point of contact for communications with PWGSC representatives for security Incidents,
d) Not impact operations of the LSRMS in case of a Contractor SOC failure, and
e) Notify GC within 15 minutes if Contractor SOC is not available and provide a contact name that GC can communicate as necessary during the Contractor SOC outage.
Can you please share the Security Operations Center requirement for review and acknowledgement?

Response 37:

Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 38:

6.6.2.1 Security High Level Service Design (SHLSD);
The Contractor must provide a SHLSD that includes:
a) A detailed component diagram (this must be a refinement of the high-level component diagram),
b) Descriptions of the allocation of technical security mechanisms to detailed service design elements,
c) Descriptions of the allocation of non-technical security mechanisms to high-level organizational or operational elements, and
d) Justification for key design decisions
The SHLSD must comply with the Security High Level Service Design.
Can you please share the sample Security High Level Service Design (SHLSD) for review and acknowledgement?

Response 38:

Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 39:

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6.6.2.2 Updated Security Requirements Traceability Matrix

The Contractor must update the SRTM to include the following information for each security requirement in

Appendix G – Security and Privacy section 14.2 for more information:

a) The security control requirement identifier,

b) The security control requirement family or name,

c) The security control requirement number,

d) Description of the security control,

e) Evidence which outlines how the security control requirement is addressed in the Security High-Level Design in sufficient detail to allow the PWGSC to confirm that the security safeguards satisfy the security requirements (refer to Appendix G – Security and Privacy section 14.2 for more information), and

f) Tracing (a reference to an identifiable element) to the Security High Level Service Design to allow PWGSC to confirm that the security safeguards satisfy the security requirements.

Can you please share the sample Updated Security Requirements Traceability Matrix for review and acknowledgement?

Response 39:

Please refer to the IT Security Risk Management: A lifecycle approach https://www.cse-cst.gc.ca/en/publication/itsg-33.

Question 40:

DTA-DBOP-01.2 To import data directly from an external source using standard file formats such as CSV, XML, XLS, XLSX, TXT, JSON.

What types of data need to be imported, and to which systems?

Response 40:

For example: static flat files from an external system may have to be imported in the LSRMS Solution for processing for word count and/or to be translated.

Question 41:

DTA-DBOP-01.4 To configure and manage regular (scheduled) and ad hoc import/export processes using a configurable set of search criteria, fields, data formats, grouping and sorting options.

What types of data need to be imported/exported, and to/from which systems?

Response 41:

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For example: static flat files form an external system may have to be imported in the LSRMS Solution, theses may need to be configured and scheduled.(e.g. SAP file import and export)

Question 42:

DTA-DBOP-01.5 To configure, schedule and track the following data operations;
a) Extracts (exporting),
b) Creation of data sets (open data),
c) Feeding of target data stores (OLTP, OLAP, SOA),
d) Web/online publishing (e.g. HTML/RSS-XML feeds), and
e) System/User reports and queries.
Could you please describe in detail the requirements for parts 'b' and 'c' above?

Response 42:

Part "b":
If the proposed LSRMS Solution includes the capability to create data sets that could be used for open data then PWGSC would want the ability to configure, schedule and track the data operations, see the following urls:
https://open.canada.ca/en/open-data-principles,
https://open.canada.ca/en/working-data,
https://open.canada.ca/en/content/open-government-analytics,
https://open.canada.ca/en/content/open-government-analytics#top10)

Part "c":
If on line transactional processing OLTP, and/ or on line analysis processing OLAP are utilized as part of the proposed LSRMS Solution then PWGSC would want the ability to configure, schedule and track the data operations (see Glossary in SOW Annex A for definitions). PWGSC will not comment on a proposed technical solution during the RFP phase. We will evaluate the technical responses after the RFP closing date.

Question 43:

DTA-INFM-02.3 For metadata information to be captured during the creation of document.
What metadata do you need to capture, and how will it be used?

Response 43:

The following are examples of the possible metadata information at the document level that could be captured:
• source language,
• data type,

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- domain type,
- creation date, delivery date
- creation user ID,
- document created date,
- modified date,
- revision number,
- revision date

Possible uses could be work distribution amongst translators team or interpreters team, categorizing translated content within one TM system, TM clean-up, TM splitting (filter during export).

Question 44:

DTA-INFM-02.4 For the management of documents to be able to add, edit, and delete.
Are you referring to reports, or actual static documents?

Response 44:

For example: static documents may be added into a repository the LSRMS Solution should have the ability to manage the document by also being able to edit and delete documents

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Question 45:

DTA-META-03.1 For the import and export of taxonomy structure and terms using standard formats such as CSV, XML, TXT.
Could you please provide examples of what is required for your taxonomy structure and maintenance? How does your taxonomy support the localization process?

Response 45:

The taxonomy structure and its metadata should be exportable and importable when related to certain parts of the LSRMS Solution for example Term base or Translation memory

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Question 46:

5.4.5 Service Desk
Could you please provide additional information regarding the following?:
Portfolio to Business Value Alignment for key applications
1. Safety, regulatory, legal
2. Revenue, production, service
3. Run the business
4. Back office

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5. Other

Service Coverage (clocks for response, resolution, communication, demand patterns within each)

1. business hours
2. after business hours, nights, weekends, holidays
3. acceptable business tolerance

Service Levels (volume, frequency, patterns of)

1. Critical
2. Urgent
3. Important
4. Normal Business
5. Low

Service Types (volume, patterns of)

1. Break/Fix
2. Enhancements
3. Service Requests

Skillset Breakdowns (jr. / sr. and demand patterns, any single-points of failure)

1. back-end (SQL, ETL, infra)
2. application layers (diversity of technology platforms)

Response 46:

Portfolio to Business Value Alignment for key applications
Please refer to section 5.4.4 the SOW Annex A.

Service Levels (volume, frequency, patterns of)
The current application is highly customized and has been in production for several years. The number of problems by classification and their frequency should not be used to quantify the level of service required for the LSRMS Solution that the Bidder is proposing and managing. The Bidders should rely on their own experience with the proposed LSRMS Solution.

Service Types (volume, patterns of)
The current application is highly customized and has been in production for several years. The number of service requests and their frequency should not be used to quantify the level of services required for the LSRMS Solution that the bidder is proposing. The Bidders should rely on their own experience with the proposed LSRMS Solution.

Question 47:

Could you provide us with 6-12 months of historical RAW ticket data so that we can accurately assess your requirements?

Response 47:

The current application is highly customized and has been in production for several years. The number of tickets in the last 6 to12 months and their frequency should not be used to quantify the level of services required for the LSRMS Solution that the bidder will be proposing. The Bidders should rely on their own experience with the proposed LSRMS Solution.

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Question 48:

Do the tools that run the internal support and service desk need to be hosted in Canada?

Response 48:

Yes: please refer to (SOW) sections 5.3.17 Requirements SEC-MAN-01 and Section 14 Appendix G as well as the RFP Security Requirements Checklist (SRCL) attachment.

Question 49:

Can you please tell me if Microsoft Azure is an option for server hosting? Better yet can you list all of the current available/suitable options for this particular question please?

Response 49:

PWGSC will not comment on a Bidder's proposed technical solution during the RFP phase. The winning proposal will be chosen pursuant to the evaluation criteria outlined in the RFP. The Cloud vendors would know if they can meet the Security Requirements in this RFP.

Question 50:

Following the issuance of your amendment 4 issued on November 30 PSPC Linguistic Management System (EN578-170004/B) Due January 10, 2019, we are requesting an extension to February 28, 2019 in order to properly respond to all your change requests following your responses issued in Amendment 3 that you submitted on November 20, 2018.

Response 50:

PWGSC released the Linguistic Services Request Management System (LSRMS) Request for Proposal (RFP) in three consecutive releases, but with one bid solicitation closing date. The RFP Release 3 containing the bid preparation instructions and evaluation plan was released on November 30, 2018. The solicitation closing date provides bidders forty days to submit bids. The solicitation closing date will remain unchanged.

Question 51:

PART 3 – BID PREPARATION INSTRUCTIONS

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Please confirm that if the bid is submitted electronically, a hard copy is not required.

Response 51:

Proposals can be submitted via e-mail, as per Section 2.2 of the RFP. A hard copy is not required if the bid is submitted electronically.

Question 52:

PART 3 – BID PREPARATION INSTRUCTIONS
Please provide further instruction on how to submit electronically via Epost Connect?

Response 52:

Instructions on how to submit electronically via epost Connect are included in Section 3.1 of the RFP. Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions.

Question 53:

WL-03 The LSRMS Solution should include the following workload capability.
What system do you currently use to manage workload?

Response 53:

PWGSC currently manages the workload through an in-house built system for translation and manually for the interpretation scheduling.

Question 54:

Attachment 4.3 Rated Demo Evaluation Criteria (Rated Demo)
How many days in advance will the bidder be notified of the schedule date for the demo?

Response 54:

Invitations will be sent 10 days prior to the demo date.

Question 55:

Do you have an estimate of when the demo will take place?

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Response 55:

At this time, available time slots have been planned for March 2019.

Question 56:

Although it's been two weeks since we have submitted these questions, unless we are mistaken, we have not seen any Amendment being published containing answers to our questions.

Because answers to some of our questions are material for us in completing our response and delivering our proposal including the substantial details requested for all aspects and requirements, we now find ourselves in a position where we are unsure if we will be able to meet the deadline of January 10th, 2019.

We therefore respectively and respectfully request that the Solicitation Close Date be extended. If the Solicitation Close Date could be extended by at least two weeks to January 24th, that would very appreciated.

Response 56:

PWGSC released the Linguistic Services Request Management System (LSRMS) Request for Proposal (RFP) in three consecutive releases, but with one bid solicitation closing date. The RFP Release 3 containing the bid preparation instructions and evaluation plan was released on November 30, 2018. The solicitation closing date provides bidders forty days to submit bids. The solicitation closing date will remain unchanged.