



**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**

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**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**

**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

<b>Title - Sujet</b> Proactive Monitoring	
<b>Solicitation No. - N° de l'invitation</b> B7310-190250/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> B7310-190250	<b>Date</b> 2019-07-10
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EE-063-35752	
<b>File No. - N° de dossier</b> 063ee.B7310-190250	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-07-26</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> Smallwood, Jeffrey	<b>Buyer Id - Id de l'acheteur</b> 063ee
<b>Telephone No. - N° de téléphone</b> (613) 794-0826 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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 (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>

## ENGLISH

1. CM-01-04: What Case Management technology specifically is deployed by IRCC?

A1 EN: IRCC does not currently have a Case Management tool deployed for the purpose of Employee Monitoring.

2. DM.C02: What virtualization technology? E.g. Citrix ZenApp/AppDesk, Microsoft RDS/TS or VMWare VDI?

A2 EN: Currently IRCC uses ESX VMware and Hyper-V virtualization.

3. DM.C02: Are there also non-virtualized systems that must be monitored?

A3 EN: Some systems or parts of systems are not virtualized and are hosted on Windows and Red Hat servers.

4. DM.F03: This requirement seems aimed at a particular vendor which is crowding out other solutions. The requirements are quite strict to also rule out an endpoint agent. Is the IRCC expecting a network-based solution to meet all requirements laid out in the RFP?

A4 EN: The Employee Monitoring Solution requirements in the RFP are based upon IRCC's technical environment and user requirements. With respect to end-point agent requirements, the constraint is that there are Authorized Users of the GCMS system who are employees or contractors of Other Government Departments (OGDs). IRCC is unable to require the installation of end-point agents on OGD-owned devices and therefore the Employee Monitoring Solution cannot be dependent on the installation of tools on end-point devices. The requirements have been developed with this constraint in mind.