Office of the
Auditor General
of Canada

Bureau du
vérificateur général
du Canada

AMENDMENT # 4

RFP 313 - WORKFLOW MANAGEMENT SOLUTION FOR LINGUISTIC & PUBLICATIONS SERVICES AND RELATED PROFESSIONAL SERVICES

This Amendment #4, including any appendices attached hereto (the "Amendment"), amends and clarifies Request For Proposal No. 313, as previously amended and clarified (the "RFP"). The RFP otherwise remains unchanged and any capitalized words not defined herein have the meaning ascribed thereto in the RFP.

QUESTIONS AND ANSWERS

Question 1: Under section 4. SOLUTION REQUIREMENTS, it is stated "The solution must support up to 700 clients and 40 licensed users (comprised of users and super users)." Can you please provide a breakdown in the number of the number of users vs. super users?

Answer 1: 10 super users and 30 licensed users.

Question 2: Under section 9. SECURITY REQUIREMENTS, it is stated:
 "All Contractor Personnel shall possess a Government of Canada (GoC) security clearance at a minimum of **Reliability Status** prior to commencing any work under the Contract. The solution shall be implemented by the Contractor in accordance with the applicable requirements set out in the Policy and Directives on Government Security and guidelines (ITSG-331).

https://cyber.gc.ca/en/guidance/it-security-risk-management-lifecycle-approach-itsg-33.

The Contractor`s Personnel shall perform the work that will be necessary to document and demonstrate compliance, including but not limited to:

- Input into the solution's Concept of Operations;
- Consultations for developing a Threat and Risk Assessment;
- Support for performing Vulnerability Assessments against installed components; and
- Support and input into the Security Assessment and Authorization (Certification) process."

Can you please confirm:

1. what is the ITSG33 security level required
2. that OAG will be responsible for developing the ITSG-33 documentation
3. your understanding and acceptance that for the blue/teal items above, these services will be outside of the base contract and will be chargeable based on time and material

Answer 2:

1. The ITSG-33 security level is PROTECTED B / Medium Integrity / Medium Availability (PBMM);
2. The ITSG-33 documentation is managed by the Canadian Centre for Cyber Security. All documentation is available on their Website;

3. The services of providing support and input to OAG during Threat and Risk Assessment, Vulnerability Assessments and Security Assessment and Authorization (Certification) process, are part of the contract and will be provided on as and when requested basis.

Question 3: Under section 4.4 Financial Requirements, we are required to enter a Firm, Fixed All-Inclusive Price for Software Licensing but it is stated (yearly fee per user).
- Are we expected to take the total investment required for the technology and complete configuration required and to make an average to come up with a yearly fee per user?
- If that's the case, we are assuming we should base that average on the amount of users stated (40). Can you please confirm this is OAG's expectation?

Answer 3: Bidders must provide Software licencing (yearly fee per user) separately from the Annual Service fees by completing Table 1 and Table 2 under section 4.4 Financial Requirements. The OAG will evaluate the software licencing price by multiplying the yearly fee per user provided by the Bidder with the total number of licensed users (40 in total).

Question 4: We offer our client to implement a complete Translation Management System or a subset including only our project, workflow and resource management system. Our complete TMS though which proposes different options for linguists (MultiTrans CAT, Trados, Web Editor) would actually enable OAG to replace Logitrans Web and make use of only one complete and integrated solution. Because the configuration we propose has an impact on the investment required and we don't want to be in a position of disadvantage, we are planning on proposing only our project, workflow and resource management system. Would OAG prefer that we include two separate options for both our project, workflow and resource management system and our complete TMS?

Answer 4: Bidders are required to propose their solution as per requirements stated in Section 4.2 Mandatory Requirements and to section 4.3 Rated Requirements.