



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

epost Connect only  
Connexion postel seulement

**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> Enterprise Fraud Management	
<b>Solicitation No. - N° de l'invitation</b> B7310-190250/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> B7310-190250	<b>Date</b> 2020-04-08
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EE-067-37544	
<b>File No. - N° de dossier</b> 067ec.B7310-190250	<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 2020-05-05</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> 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> Pignat, Michael	<b>Buyer Id - Id de l'acheteur</b> 067ee
<b>Telephone No. - N° de téléphone</b> (873) 354-4163 ( )	<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</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>



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

epost Connect only  
Connexion postel seulement

**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> Enterprise Fraud Management	
<b>Solicitation No. - N° de l'invitation</b> B7310-190250/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> B7310-190250	<b>Date</b> 2020-04-08
<b>GETS Reference No. - N° de référence de SEAG</b>	
<b>File No. - N° de dossier</b> 067ee.B7310-190250	<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 2020-05-05</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> 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> Pignat, Michael	<b>Buyer Id - Id de l'acheteur</b> 067ee
<b>Telephone No. - N° de téléphone</b> (873) 354-4163 ( )	<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</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## **REQUEST FOR PROPOSAL AMENDMENT 001**

This amendment is raised for the following:

1. Amend the Request for Proposal to include the Applicable Trade Agreements
2. Answer Bidder Questions.

### **1. Amend the Request for Proposal to include the Applicable Trade Agreements**

#### **At PART 1 – GENERAL INFORMATION, Section 1.2 Summary**

##### **INSERT:**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

### **2. Answer Bidder Questions**

#### **QUESTIONS AND ANSWERS**

- Q1. There is mention that an agent can't be installed on user endpoints. We would like to confirm if an agent can be installed on in-scope servers?
- A1. No. The application servers must not be affected, so an agent cannot be installed on them.
- 
- Q2. Does IRCC consider having application and database logs sent to the provider's solution to be a modification, re-factoring or re-coding? If yes, please provide feedback as to the concern or reasoning for this restriction so we can better understand the direction that IRCC is taking with a sole focus on session data.
- A2. This Request for Proposal is to implement a solution to monitor user activity within application. Another solution – Security Information Event Management (SIEM) system that is planned for acquisition through a separate future competitive publicly tendered process.

- Q3. Has IRCC performed any packet captures of this session data to determine whether the actions they would like to capture, and monitor are in fact visible (identifiable) within the session data?
- A3. IRCC has not performed packet capture to see if the actions they would like to capture are in fact visible (identifiable) within the session data. The intention is to have the vendor work with Business Systems Analysts to identify the required actions within sessions that match up with the Use Cases.
- Q4. Is the traffic flow to and from the end-users encrypted? If yes, could IRCC provide further details of what data within a session flow is encrypted vs not encrypted? Any insights into this would be helpful to ensure that the solution has the visibility required to meet the IRCC defined requirements
- A4. All session data is encrypted.
- Q5. Is the traffic flow to and from the administrative users encrypted? If yes, can IRCC provide further details of what data within a session flow is encrypted vs not encrypted? Any insights into this would be helpful to ensure that the solution has the visibility required to meet the IRCC defined requirements.
- A5. All session data is encrypted.
- Q6. Demo scenario 3 includes a requirement for the solution to detect when an end-user has taken a screenshot of application data.  
Does IRCC expect that this desktop activity would be captured by a network TAP? If so, can IRCC please explain the source of the data and its destination?
- A6. The "screenshot" referred to in Demo scenario 3 refers to a GCMS function called "Screenshot" which is actioned within the application. We are not referring to OS level screenshot.
- Q7. Can IRCC please confirm if industry was engaged to validate the concept of this solution? And, if so has IRCC tested any OEM solutions against the requirements?
- A7. Not directly. The Client communicated with another government department on a similar requirement for a software solution. The other government department underwent a Request For Information and then Request for Proposal to acquire a software solution.

Q8. Enterprise fraud solutions rely on data and advanced analytic capabilities leveraging machine learning. This capability will continue to evolve dramatically over the term of the initial contract and potential option periods. The Cloud provides an ideal solution for IRCC and other departments to be able to accelerate delivery, reduce risk and evolve and improve and/or adapt the solution for those departments that may have similar but not exact requirements of IRCC. It also provides the compute power required to scale as demands change. Considering the Government of Canada's Cloud First policy and that many cloud service providers are able to meet requirements of the statement of work including the ability to host Protected workloads, will PSPC edit all requirements that preclude cloud implementations and/or for the solution to be hosted on-premises.

A8. Cloud-based solutions were disregarded for several reasons.

Key reasons are:

There would be costs due to moving the user session data traffic up to the Cloud solution for ingestion by the EFM solution.

There are also additional (internal to government to Cloud broker) costs on Cloud activity.

IRCC is not mature in its Cloud deployments.

Q9. Would the Crown please advise if a contract was awarded as a result of solicitation B7310-190250/A, and if so, provide the name of the successful supplier. If a contract was not awarded, is it possible for the Crown to inform suppliers interested in solicitation B7310-190250/B as to the reason why? Was the procurement canceled after bid closing or did the Crown not receive any viable responses from industry?

A9. No contract was awarded as a result of solicitation B7310-190250/A. The tender process did not result in any successful bids.

Q10. Is the IRCC open to including log sources -Why the pivot to only Network TAPS?

A10. Logs will be handled by a separate system (Security Information Event Management - SIEM). Network TAPs are required as we cannot modify the current system which includes Client apps on the servers. Also we do not control most of the desktops so we are unable to place client apps at those locations.

Q11. Is this intention to be a single solution or multi-vendor approach?

A11. The intent is to a single vendor.

Q12. Did the IRCC meet a network analytics vendor or do testing that influenced this decision?

A12. IRCC did not meet with a network analytics vendor or do testing that influenced this decision.