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**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 étage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Title - Sujet Enterprise Fraud Management	
Solicitation No. - N° de l'invitation B7310-190250/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client B7310-190250	Date 2020-05-08
GETS Reference No. - N° de référence de SEAG PW-\$EE-067-37544	
File No. - N° de dossier 067ec.B7310-190250	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-06-04	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Pignat, Michael	Buyer Id - Id de l'acheteur 067ee
Telephone No. - N° de téléphone (873) 354-4163 ()	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	
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

REQUEST FOR PROPOSAL AMENDMENT 003

This amendment is raised for the following:

1. Amend the Request for Proposal to update Attachment 3.2 – Financial Proposal Requirements (pages 1-17)
2. Amend the Request for Proposal Annex B Basis of Payment (page 18)
3. Amend the Request for Proposal to update Attachment 4.2 – Point-Rated Technical Evaluation Criteria (pages 19-22)
4. Amend the Request for Proposal to update Annex A – Statement of Work, section 4.9 Training (page 23)
5. Amend the Request for Proposal to update Part 7 – Resulting Contract Clauses, section 7.4 Standard Clauses and Conditions (page 23)
6. Amend the Request for Proposal to update Part 7 – Resulting Contract Clauses, section 7.6.1 Task Authorization Process (page 23)
7. Answer Bidder Questions (pages 24-39)

1. Amend the Request for Proposal to update Attachment 3.2 – Financial Proposal Requirements

At Attachment 3.2 – Financial Proposal Requirements

DELETE Attachment 3.2 in its entirety.

INSERT: Attachment 3.2 (pages 2-17 of this amendment)

Attachment 3.2 – Financial Proposal Requirements

It is MANDATORY that Bidders submit firm, all-inclusive prices/rates for the initial deliverables and the optional requirements.

THIS SECTION, WHEN COMPLETED, WILL BE CONSIDERED AS THE BIDDER'S FINANCIAL PROPOSAL.

This Annex will become Annex B under any resultant contract. Rates quoted must remain firm for the period of the contract. Rates MUST include ALL costs associated with providing the line item(s) in accordance with Annex A - Statement of Work. Applicable Tax is not included and is to be shown as a separate item on any resulting invoice.

Should there be an error in the extended pricing of the Bidder's offer, the unit pricing shall prevail and the extended pricing will be corrected in the evaluation. Any errors in the quantities of the Bidders' offer will be changed to reflect the quantities stated in the RFP.

Bidders must provide offers as per unit of measure requested. It is the responsibility of the Bidder to provide conversion (if required) to the unit of measure requested. Failure to do so will render the Bidder non-responsive without further consideration.

If an item is a \$0.00 cost item, the Bidder must indicate the price by inserting \$0.00 in the Firm Unit Price column. If the cost of an item is included in another item, the Bidder must indicate so by using words such as Cost of item included in item # ____.

NOTE: Sections that are designated below as "Optional" are irrevocable options granted to the Client. As such, Bidders must provide pricing for these items and deliver if the Client exercises these options throughout the Contract period including any extensions thereto. The Client is not obliged to purchase any additional items.

1. Initial Requirement

1.1. Firm Requirements

1.1.1. Wave 1 Implementation

The Bidder must provide firm fixed price for Wave 1 EFM Solution Implementation which includes:

a) All professional services required to perform the analysis, design, development, test and implementation of the Wave 1 EFM Solution as described in the SOW, Section 4.0 – Wave 1 EFM Solution Implementation and the deliverables listed at Section 6 Deliverables and Acceptance Criteria; and

b) All customizations, integrations and configurations as described in the Bidder's responses to the EFM solution requirements in EFM Solution - Statement of Work.

The Bidder must identify in the list below, a maximum of 4 project milestones as identified in the Bidder's workplan with associated payments. Milestone payments are contingent on successful completion and Project Authority approval of the deliverables associated with the milestone as described in the Bidder's project plan.

Note: Each Milestone price may not exceed 30% of the total Wave 1 Implementation Services price and the final milestone must have a price that is no less than 25% of the total Wave 1 Implementation Services price.

Wave 1 Implementation			
Item	Milestone Description	Milestone Deliverable Date (In-line with Bidder's proposed workplan)	Milestone Payment
1	Milestone 1 -		\$
2	Milestone 2 -		\$
3	Milestone 3 -		\$
4	Milestone 4 -		\$
Wave 1 Total (EFMW1):			\$

1.1.2. EFM Solution Software Requirement

For the Non-Network Tap Software of the EFM Solution:

(a) Firm Requirement: Year 1 – EFM Software Component (Excluding Network Taps) Including Maintenance and Support Services

For the firm requirement of the non-network-tap component of the EFM solution as defined in Annex A – Statement of Work, including 250 perpetual Concurrent Authorized-User Licenses*, warranty and maintenance and support services for a period of one (1) year, the Contractor will be paid a firm lot price of **\$_EFMY1_** in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

*Software license is based on the number of simultaneous users accessing the solution. Concurrent User Licenses are unrestricted by the total number of Users. The Client requires that all individuals (includes any employee, agent or contractor of the Client) be authorized to use the solution, but only up to 250 at one time (unless increased at the Client's option).

Bidders are to list the proposed non-network-tap software (list must be consistent with the IT Products List in the bidder's submitted Attachment 2 - IT Supply Chain Security Information Form):

For each EFM Product license identified below, the Bidder must provide a firm, fixed one-time fee for a perpetual right-of-use license.

EFM Solution Software License Requirement			
Item	Description	Unit	Price
1	EFM Solution Software License including: Warranty (1 year)	250 Authorized- User Licenses	\$
2	*EFM Solution Annual Maintenance and Support and Technical Support Year 1	250 Authorized- User Licenses	\$
Total EFM Software Solution Licenses Year 1 (EFMY1)			\$

** For the EFM Solution Annual Maintenance and Support and Technical Support Year 1, following Wave 1 Implementation Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the final day of the first contract year. In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.*

1.1.3. Software Maintenance and Support for the Licensed Software

For fulfilling all of its obligations as specified in the Contract for maintenance and support services for the non-network-tap software, the Contractor shall be paid an annual firm rate as per the table below, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

EFM Solution Software Requirements Maintenance and Support			
Item	Description	Unit	Price
1	EFM Solution Software Annual Maintenance and Support and Technical Support Year 2	250 Authorized- User Licenses	\$
2	EFM Solution Software Annual Maintenance and Support and Technical Support Year 3	250 Authorized- User Licenses	\$
Total EFM Software Solution Licenses Year 2 & 3 (EFMY23)			\$

1.2. As and When Requested Services (Task Authorizations)

1.2.1. Training (On an as and when requested basis)

The Bidder must provide firm all-inclusive pricing in this table for training courses provided on an as and when requested basis.

Training										
Item	Course Description	Format	Unit	Usage Multiplier (A)	Unit Price Year 1 (B)	Price Year 1 (A x B)	Unit Price Year 2 (C)	Price Year 2 (A x C)	Unit Price Year 3 (D)	Price Year 3 (A x D)
1	EFM Solution User	Online	Cost per person	2	\$	\$	\$	\$	\$	\$
2	EFM Solution User (English or French)	Classroom (GoC premises)	Cost per session (up to 15 participants)	2	\$	\$	\$	\$	\$	\$
3	EFM Solution Administration	Online	Cost per person	2	\$	\$	\$	\$	\$	\$
4	EFM Solution Administration (English or French)	Classroom (GoC premises)	Cost per session (up to 10 participants)	2	\$	\$	\$	\$	\$	\$
5	EFM Solution Business Rules Development	Online	Cost per person	2	\$	\$	\$	\$	\$	\$
6	EFM Solution Business Rules Development (English or French)	Classroom (GoC premises)	Cost per session (up to 10 participants)	2	\$	\$	\$	\$	\$	\$
Training Totals (TAT1, TAT2, TAT3):					\$			\$		\$

1.2.2. Professional Services (On an as and when requested basis)

A portion of the Work to be performed under the Contract may be required on an "as and when requested basis" using a Task Authorization (TA).

Bidders must quote All Inclusive Daily Fixed Rates in Canadian dollars and in accordance with the Basis of Payment in Part 7 of the solicitation. A day is defined as 7.5 hours exclusive of meal breaks. All travel and living expenses incurred to perform the Work must be included in the All Inclusive Daily Fixed Rates.

The All Inclusive Daily Fixed Rates quoted below are firm for the periods specified commencing on Contract Award.

Professional Services								
Item	Service Category	Usage Multiplier (A)	Per diem rate Year 1 (B)	Estimated Price Year 1 (A x B)	Per diem rate Year 2 (C)	Estimated Price Year 2 (A x C)	Per diem rate Year 3 (D)	Estimated Price Year 3 (A x D)
1	Project Manager Senior	2	\$	\$	\$	\$	\$	\$
2	Project Manager Intermediate	2	\$	\$	\$	\$	\$	\$
3	EFM Solution Architect Senior	1	\$	\$	\$	\$	\$	\$
4	EFM Solution Architect Intermediate	2	\$	\$	\$	\$	\$	\$
5	EFM Policy Specialist/Business System Analyst Senior	2	\$	\$	\$	\$	\$	\$
6	EFM Policy Specialist/Business System Analyst Intermediate	2	\$	\$	\$	\$	\$	\$
7	System Administrator Senior	2	\$	\$	\$	\$	\$	\$
8	System Administrator Intermediate	2	\$	\$	\$	\$	\$	\$
9	Technical Architect Senior	2	\$	\$	\$	\$	\$	\$
10	Technical Architect Intermediate	2	\$	\$	\$	\$	\$	\$
11	Programmer / Developer Senior	2	\$	\$	\$	\$	\$	\$
12	Programmer / Developer Intermediate	2	\$	\$	\$	\$	\$	\$
13	Programmer / Developer Junior	1	\$	\$	\$	\$	\$	\$
14	Database Analyst Senior	2	\$	\$	\$	\$	\$	\$
15	Database Analyst Intermediate	2	\$	\$	\$	\$	\$	\$

Professional Services								
Item	Service Category	Usage Multiplier (A)	Per diem rate Year 1 (B)	Estimated Price Year 1 (A x B)	Per diem rate Year 2 (C)	Estimated Price Year 2 (A x C)	Per diem rate Year 3 (D)	Estimated Price Year 3 (A x D)
16	Database Analyst Junior	1	\$	\$	\$	\$	\$	\$
17	Training Specialist Intermediate	2	\$	\$	\$	\$	\$	\$
18	Quality Assurance Analyst Senior	2	\$	\$	\$	\$	\$	\$
19	Quality Assurance Analyst Intermediate	2	\$	\$	\$	\$	\$	\$
20	Quality Assurance Analyst Junior	1	\$	\$	\$	\$	\$	\$
21	Testing Specialist Senior	2	\$	\$	\$	\$	\$	\$
22	Testing Specialist Intermediate	2	\$	\$	\$	\$	\$	\$
23	Testing Specialist Junior	1	\$	\$	\$	\$	\$	\$
Professional Services Totals (PSY1, PSY2, PSY3):				\$		\$		\$

1.3 Optional Additional EFM Solution Software Licenses & Maintenance and Support

1.3.1 Optional Additional EFM Solution Software Licenses

Optional Additional EFM Solution Software Licenses					
Item	Description	Authorized- User Licenses Increment (A)	Price Year 1	Price Year 2	Price Year 3
1	EFM Solution Software License including: Warranty (1 year), Annual Maintenance and Support and Technical Support	50	\$	\$	\$
Optional Additional EFM License Totals (EFSFY1, EFSFY2, EFSFY3)			\$	\$	\$

1.3.2 Optional Additional EFM Solution Software Maintenance and Support

Optional Additional EFM Solution Software Maintenance and Support				
Item	Description	Authorize d-User Licenses Increment Increment (A)	Price Year 2	Price Year 3
1	EFM Solution Software Maintenance and Support	50	\$	\$
Optional Additional EFM Maintenance & Support Totals (EFMFY2, EFMFY3)			\$	\$

2. EFM Solution Option PERIODS

2.1. Optional EFM Solution Software Maintenance & Support

For fulfilling all of its obligations for maintenance and support for the non-network-tap EFM Solution software, the Contractor shall be paid an annual firm price as per the table below, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

EFM Solution Software Requirements Maintenance and Support									
Item	Description	Unit	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution Software Annual Maintenance and Support and Technical Support	250 Authorized Users	\$	\$	\$	\$	\$	\$	\$
Optional EFM Maintenance & Support Totals (EFMOY1, EFMOY2, EFMOY3, EFMOY4, EFMOY5, EFMOY6, EFMOY7)			\$	\$	\$	\$	\$	\$	\$

2.2 Optional As and When Requested Services (Task Authorizations)

2.2.1 Training (On an as and when requested basis)

Optional Training											
Item	Course Description	Format	Unit	Usage Multiplier (A)	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution User	Online	Cost per person	1	\$	\$	\$	\$	\$	\$	\$
2	EFM Solution User	Classroom (GoC premises)	Cost per session (up to 15 participants)	1	\$	\$	\$	\$	\$	\$	\$
3	EFM Solution Administration	Online	Cost per person	1	\$	\$	\$	\$	\$	\$	\$
4	EFM Solution Administration	Classroom (GoC premises)	Cost per session (up to 10 participants)	1	\$	\$	\$	\$	\$	\$	\$
5	EFM Solution Business Rules Development	Online	Cost per person	1	\$	\$	\$	\$	\$	\$	\$
6	EFM Solution Business Rules Development	Classroom	Cost per session (up to 10 participants)	1	\$	\$	\$	\$	\$	\$	\$
Optional Training Total Prices (Sum of Price Option Year x (A)) (TAOTY1, TAOTY2, TAOTY3, TAOTY4, TAOTY5, TAOTY6, TAOTY7)					\$	\$	\$	\$	\$	\$	\$

2.2.2 Professional Services (On an as and when requested basis)

Optional Professional Services										
Item	Service Category	Level	Usage Multiplier (A)	Per diem rate Option Year 1	Per diem rate Option Year 2	Per diem rate Option Year 3	Per diem rate Option Year 4	Per diem rate Option Year 5	Per diem rate Option Year 6	Per diem rate Option Year 7
1	Project Manager	Senior	2	\$	\$	\$	\$	\$	\$	\$
2	Project Manager	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
3	EFM Solution Architect	Senior	2	\$	\$	\$	\$	\$	\$	\$
4	EFM Solution Architect	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
5	EFM Policy Specialist/Business System Analyst	Senior	2	\$	\$	\$	\$	\$	\$	\$
6	EFM Policy Specialist/Business System Analyst	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
7	System Administrator	Senior	2	\$	\$	\$	\$	\$	\$	\$
8	System Administrator	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
9	Technical Architect	Senior	2	\$	\$	\$	\$	\$	\$	\$
10	Technical Architect	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
11	Programmer / Developer	Senior	2	\$	\$	\$	\$	\$	\$	\$
12	Programmer / Developer	Intermediate	2	\$	\$	\$	\$	\$	\$	\$

Optional Professional Services										
Item	Service Category	Level	Usage Multiplier (A)	Per diem rate Option Year 1	Per diem rate Option Year 2	Per diem rate Option Year 3	Per diem rate Option Year 4	Per diem rate Option Year 5	Per diem rate Option Year 6	Per diem rate Option Year 7
13	Programmer / Developer	Junior	1	\$	\$	\$	\$	\$	\$	\$
14	Database Analyst	Senior	2	\$	\$	\$	\$	\$	\$	\$
15	Database Analyst	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
16	Database Analyst	Junior	1	\$	\$	\$	\$	\$	\$	\$
17	Training Specialist	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
18	Quality Assurance Analyst	Senior	2	\$	\$	\$	\$	\$	\$	\$
19	Quality Assurance Analyst	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
20	Quality Assurance Analyst	Junior	1	\$	\$	\$	\$	\$	\$	\$
21	Testing Specialist	Senior	2	\$	\$	\$	\$	\$	\$	\$
22	Testing Specialist	Intermediate	2	\$	\$	\$	\$	\$	\$	\$
23	Testing Specialist	Junior	1	\$	\$	\$	\$	\$	\$	\$
Optional Professional Services Total Prices (Sum of each Per diem rate Option Year x (A)) (PSOY1, PSOY2, PSOY3, PSOY4, PSOY5, PSOY6, PSOY7)				\$	\$	\$	\$	\$	\$	\$

3. Optional ADDITIONAL EFM SOLUTION SOFTWARE Requirements

3.1. Optional Additional EFM Solution Software Licenses

The Client is granted the option to purchase additional Concurrent User Licenses for non-network-tap EFM Solution software in quantities of fifty (50) Licenses throughout the Contract period including any extensions thereto. For fulfilling all of its obligations the Contractor shall be paid the firm price in the table below in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.
Canada may purchase any or all of the optional goods and services at any time during the period of the contract.

Optional Additional EFM Solution Software Licenses									
Item	Description	Unit (Increment)	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution Software License including: Warranty (1 year), Annual Maintenance and Support and Technical Support	50 Authorized- Users	\$	\$	\$	\$	\$	\$	\$
Optional Additional EFM Software Licenses Totals EFMOLY1, EFMOLY2, EFMOLY3, EFMOLY4, EFMOLY5, EFMOLY6, EFMOLY7)			\$	\$	\$	\$	\$	\$	\$

3.2. Additional EFM Solution Licenses Maintenance and Support

For fulfilling all of its obligations for maintenance and support for non-network-tap EFM Solution software on additional Concurrent User Licenses, the Contractor shall be paid an annual firm price as per the table below per fifty (50) additional Concurrent User licenses, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

For all new licenses: the first period of maintenance and support after the warranty period has ended will be prorated to coincide (co-terminate) with the maintenance and support period of the original 250 license firm commitment.

Optional Additional EFM Solution Software License Maintenance and Support									
Item	Description	Unit (Increment)	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution Software Annual Maintenance and Support and Technical Support	50 Authorized- Users	\$	\$	\$	\$	\$	\$	\$
Optional Additional EFM Annual Maintenance & Support Totals			\$	\$	\$	\$	\$	\$	\$
EFMOMSY1, EFMOMSY2, EFMOMSY3, EFMOMSY4, EFMOMSY5, EFMOMSY6, EFMOMSY7)									

Section 1 – Initial Requirements		
Requirement Description		Price
1.1.1 Wave 1 Implementation (EFMW1)		\$
1.1.2 EFM Solution Software Requirement (EFMY1)		\$
1.1.3 Software Maintenance and Support for the Licensed Software (EFMY23)		\$
1.2.1 Training	TAT1	\$
	TAT2	\$
	TAT3	\$
1.2.2 Professional Services	PSY1	\$
	PSY2	\$
	PSY3	\$
1.3.1 EFM Optional Additional Software	EFSFY1	\$
	EFSFY2	\$
	EFSFY3	\$
1.3.2 EFM Optional Additional Maintenance and Support	EFMFY2	\$
	EFMFY3	\$
Evaluated Price Initial Requirement (SEC1):		\$

Section 2 - Optional Periods		
Requirement Description		Price
2.1 Optional EFM Solution Software Maintenance & Support	EFMOY1	\$
	EFMOY2	\$
	EFMOY3	\$
	EFMOY4	\$
	EFMOY5	\$
	EFMOY6	\$
	EFMOY7	\$
2.2.1 Optional Training	TAOTY1	\$
	TAOTY2	\$
	TAOTY3	\$
	TAOTY4	\$
	TAOTY5	\$
	TAOTY6	\$
	TAOTY7	\$
2.2.2 Optional Professional Services	PSOY1	\$
	PSOY2	\$
	PSOY3	\$
	PSOY4	\$
	PSOY5	\$
	PSOY6	\$
	PSOY7	\$
Evaluated Optional Requirement (SEC2):		\$

Section 3 – Additional Optional Requirements		
Requirement Description		Price
3.1 Optional Additional EFM Solution Software Licenses	EFMOLY1	\$
	EFMOLY2	\$
	EFMOLY3	\$
	EFMOLY4	\$
	EFMOLY5	\$
	EFMOLY6	\$
	EFMOLY7	\$
3.2 Additional EFM Solution Licenses Maintenance and Support	EFMOMSY1	\$
	EFMOMSY2	\$
	EFMOMSY3	\$
	EFMOMSY4	\$
	EFMOMSY5	\$
	EFMOMSY6	\$
	EFMOMSY7	\$
Evaluated Additional Optional Requirements (SEC3):		\$

Total Bid Price = SEC1 + SEC2 + SEC3 = _____

2. Amend the Request for Proposal ANNEX B – BASIS OF PAYMENT

At ANNEX B – BASIS OF PAYMENT,

INSERT:

1.3 Optional Additional EFM Solution Software Licenses & Maintenance and Support

1.3.1 Optional Additional EFM Solution Software Licenses

Optional Additional EFM Solution Software Licenses					
Item	Description	Authorized-User Licenses Increment	Price Year 1	Price Year 2	Price Year 3
1	EFM Solution Software License including: Warranty (1 year), Annual Maintenance and Support and Technical Support	50	\$	\$	\$

1.3.2 Optional Additional EFM Solution Software Maintenance and Support

Optional Additional EFM Solution Software Maintenance and Support				
Item	Description	Authorized-User Licenses Increment	Price Year 2	Price Year 3
1	EFM Solution Software Maintenance and Support	50	\$	\$

3. Amend the Request for Proposal to update Attachment 4.2 – Point-Rated Technical Evaluation Criteria

DELETE:

R02	<p>For each proposed resource identified in the Bidder's proposed workplan (R04) the Bidder should provide three (3) completed projects within the last five years demonstrating the proposed resource's experience similar to their proposed role and proposed tasks.</p> <p>For each completed project the Bidder must provide:</p> <ul style="list-style-type: none"> a) Client b) Project Title c) Description of the project d) Role of the proposed resource e) Tasks performed by the proposed resource f) Level of effort of the resource for the specified project g) Start and end date of project (dates must include month and year) h) Name of client reference who can verify the completed work i) Contract information (current phone number and email address) for client reference who can verify the completed work 	Max 100	<p>A maximum of 10 points per resource's completed project as follows:</p> <p>10 points – the project exceeds the requirement</p> <p>7-9 points – the project meets the requirement</p> <p>4-6 points – the project meets some of the requirement</p> <p>1-3 points – the project meets little of the requirement</p> <p>0 points – the project meets none of the requirement</p> <p>A total maximum of 30 points per proposed resource (3 completed projects)</p> <p>Total Points Available = # of proposed resources x 30</p> <p>Score = $\frac{\text{Total Points Awarded}}{100} \times \text{Total Points Available}$</p>
R03	The Bidder's proposed workplan (R04) for Wave 1 Implementation should be within the timeline prescribed in the Statement of Work section 7	Max 50 points	<p>< 160 days = 50</p> <p>161 – 180 days = 40 points</p> <p>181 – 190 days = 30 points</p> <p>191 – 200 days = 15 points</p>

2.2 Project

Available points included with the different sub-criteria to the rated criteria included herein will be awarded in the following manner:

Point Rated Technical Evaluation Criteria Summary Table.

Maximum number of points for the sub-criteria	Unsatisfactory (No details provided on how the bidder will meet the requirement)	Incomplete or limited explanation of how the bidder will meet the requirement	Poor explanation of how the bidder will meet the requirement	Acceptable and adequate explanation of how the bidder will meet the requirement	Good explanation of how the bidder will meet the requirement	Excellent and in-depth and specific explanation on how the bidder will meet the requirement
30	0	1-6	7-12	13-18	19-24	25-30
50	0	1-10	11-20	21-30	31-40	41-50
100	0	1-20	21-40	41-60	61-80	81-100

For this section the bidder must achieve a minimum score of 180 out of the available 280 points.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated criterion should be addressed separately.

No.	Submission Requirements	Score	Criteria
R04	The Bidder should demonstrate a sound and clear understanding of the requirements as described in the Annex "A" Statement of Work. Bidders should identify and discuss Key Success Factors (KSF).	Max: 50	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.
R05	Workplan The bidder should describe the proposed implementation approach and plan including the key activities, milestones, deliverables and resources for the implementation of EFM Core Product. 1. The response should consider how: a) The approach and plan are tailored to IRCC and the SOW. b) Proprietary tool sets and approaches are leveraged. c) The approach and plan are supported by examples from past experiences. d) Resources are allocated to the project in terms of level of effort. 2. The response should include a project schedule that clearly demonstrates: a) the completion of all key milestones, activities, and deliverables; b) that the proposed completion is within or meets the number of days in the Statement of Work section 7.	Max: 100	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.

INSERT:

R02	<p>For each proposed resource identified in the Bidder's proposed workplan (R05) the Bidder should provide three (3) completed projects within the last five years demonstrating the proposed resource's experience similar to their proposed role and proposed tasks.</p> <p>For each completed project the Bidder must provide:</p> <ul style="list-style-type: none"> a) Client b) Project Title c) Description of the project d) Role of the proposed resource e) Tasks performed by the proposed resource f) Level of effort of the resource for the specified project g) Start and end date of project (dates must include month and year) h) Name of client reference who can verify the completed work i) Contract information (current phone number and email address) for client reference who can verify the completed work 	Max 100	<p>A maximum of 10 points per resource's completed project as follows:</p> <p>10 points – the project exceeds the requirement</p> <p>7-9 points – the project meets the requirement</p> <p>4-6 points – the project meets some of the requirement</p> <p>1-3 points – the project meets little of the requirement</p> <p>0 points – the project meets none of the requirement</p> <p>A total maximum of 30 points per proposed resource (3 completed projects)</p> <p>Total Points Available = # of proposed resources x 30</p> <p>Score = $\frac{\text{Total Points Awarded}}{100} \times \text{Total Points Available}$</p>
R03	The Bidder's proposed workplan (R05) for Wave 1 Implementation should be within the timeline prescribed in the Statement of Work section 7	Max 50 points	<p>< 160 days = 50</p> <p>161 – 180 days = 40 points</p> <p>181 – 190 days = 30 points</p> <p>191 – 200 days = 15 points</p>

2.2 Project

Available points included with the different sub-criteria to the rated criteria included herein will be awarded in the following manner:

Point Rated Technical Evaluation Criteria Summary Table.

Maximum number of points for the sub-criteria	Unsatisfactory (No details provided on how the bidder will meet the requirement)	Incomplete or limited explanation of how the bidder will meet the requirement	Poor explanation of how the bidder will meet the requirement	Acceptable and adequate explanation of how the bidder will meet the requirement	Good explanation of how the bidder will meet the requirement	Excellent and in-depth and specific explanation on how the bidder will meet the requirement
30	0	1-6	7-12	13-18	19-24	25-30
50	0	1-10	11-20	21-30	31-40	41-50
100	0	1-20	21-40	41-60	61-80	81-100

For this section the bidder must achieve a minimum score of 180 out of the available 280 points.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated criterion should be addressed separately.

No.	Submission Requirements	Score	Criteria
R04	The Bidder should demonstrate a sound and clear understanding of the requirements as described in the Annex "A" Statement of Work. Bidders should identify and discuss Key Success Factors (KSF).	Max: 50	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.
R05	Workplan The bidder should describe the proposed implementation approach and plan including the key activities, key milestones, key deliverables and key resources for the implementation of EFM Core Product. 3. The response should consider how: a) The approach and plan are tailored to IRCC and the SOW. b) Proprietary tool sets and approaches are leveraged. c) The approach and plan are supported by examples from past experiences. d) Resources are allocated to the project in terms of level of effort. e) Appropriateness of the work plan. f) Risks and mitigations 4. The response should include a project schedule that clearly demonstrates: a) the completion of all key milestones, activities, and deliverables; b) that the proposed completion is within or meets the number of days in the Statement of Work section 7.	Max: 100	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.

4. Amend the Request for Proposal to update Annex A – Statement of Work, section 4.9 Training

DELETE:

The Contractor agrees to provide the GC electronic and hardcopy training materials in English and French and agrees to provide unlimited rights with regard to the use, copy, translation and distribution of all such materials for future use by the GC.

INSERT:

The Contractor agrees to provide Canada electronic and hardcopy training materials in English and French. The Contractor grants the Client a non-exclusive license to use, copy, translate and distribute all such materials for the Period of the Contract and for the sole benefit of the Client.

5. Amend the Request for Proposal to update section 7.4 Standard Clauses and Conditions

At PART 7 – RESULTING CONTRACT CLAUSES, Section 7.4 Standard Clauses and Conditions, article b) Supplemental General Conditions

DELETE:

iii) 4010 (2012-07-16) Services – Higher Complexity

INSERT:

iii) 4006 (2010-08-16) Contractor to Own Intellectual Property Rights in Foreground Information

6. Amend the Request for Proposal to update section 7.6.1 Task Authorization Process

At PART 7 – RESULTING CONTRACT CLAUSES, Section 7.6.1 Task Authorization Process

DELETE:

- c) The Contractor must provide the Technical Authority, within 5 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

INSERT:

- c) The Contractor must provide the Technical Authority, within a mutually agreed upon timeframe, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

7. Answer Bidder Questions

QUESTIONS AND ANSWERS

- 2.1. Has IRCC performed calculations for the volume of expected session data? There may be a requirement for full packet capture based on the requirements that are being set by IRCC if session data is the sole source of data that the solution can leverage. No volume has not been conducted we may be able to get that information in the next week thou.
- 2.1 Total session volume is approximately one Terabyte (TB) per day.
- 2.2. IRCC states that "In order to perform its functions (e.g. monitoring, capturing, alerting, importing, and reporting), the solution must not require the modification, re-factoring or re-coding of any IT applications being monitored. Moreover, the solution must not require an agent to be installed on user end-points to gather End-User transactional activity. As such, managed network TAPs (Terminal Access Points) (physical and virtual) will be leveraged to gather End-User transactional activity (session data)."
Can IRCC please confirm that an assessment of the data collected from the network TAPs has been completed and that it confirms the required transactional data required for the solution to perform its function is present (this must include: 1. The End-User who initiated the action; 2. The date and time; 3. The information viewed or edited; and, 4. Client IT application used)?
Can IRCC please confirm if the collection of GCMS application and database logs are in-scope for this solution?
If so, can IRCC please share details and samples of the logs from the development environment?
- 2.2 Collection of logs is out of scope for this solution.
- 2.3. Appendix 2 Annex A provides IRCC transactional activity volumes but doesn't quantify the amount of associated data the solution is required to ingest. Can IRCC please provide details on the data volume collected by the network TAPs which contains all the transactional activity required for the solution to perform its functions? Further, will IRCC provide sample data from its development environment?
- 2.3 Total session volume is approximately one TB per day.
- IRCC will not be providing sample data.

- 2.4. We are requesting an extension to B7310-190250/B Request for Proposal of 30 days for the following reasons:
1. The publishing of the RFP in the proximity of fiscal year end date; and
 2. The current public emergency.

2.4 This was addressed in Amendment 002, extending the Solicitation Close Date to June 4th, 2020.

2.5. We would like to inquire if there is an incumbent solution?

2.5 There is no incumbent solution.

2.6. With all the changes and interruptions due to COVID-19, we would like to request a three week extension to May 26th. This will allow Bidders the time needed to provide a comprehensive response which meets IRCC's requirements.

2.6 See response to question 2.4

2.7. Can IRCC provide details on the expected end user(s) of the EFM solution (department(s) and roles), as well as to describe the overall flow of analysis and investigation of alerts triggering out of the business rules?

2.7 IT Security Operations will manage and administer the system. They will configure workflows, rules and alerts for new use cases once the vendor has initially deployed and configured the solution. Once a rule is triggered, it is expected that a case would be created with all relevant information and forwarded to a queue where a coordinator(s) from Workplace Investigations and Ethics (WIE), a unit within IRCC's Human Resources Branch, will perform an initial review and assign it to an investigator's queue or reassign it to another investigative body. The other investigative bodies within IRCC are Corporate Security and Case Management.

Some GCMS users work for other Government of Canada departments, in such a case, IT Security Operations would communicate with the investigative body within those departments to provide them the case information. Other departments being Canada Border Services Agency (CBSA), the Immigration and Refugee Board (IRB), Employment and Social Development Canada (ESDC), Canadian Security Intelligence Service (CSIS), and Department of Justice (DOJ)

- 2.8. Can IRCC provide with details on the available log/data sources we can leverage to gather end user's visibility on the Business Applications, besides the network TAPs?
- 2.8 Although there are access control logs and some transactional logs, they do not cover all user activity within the system.
Therefore, we are unable to leverage these logs to determine what the user's behaviour was in the application.
- 2.9. Are Business Applications generating the required logs and available for integration with the EFM solution? If that is the case, could you please provide details on the log format/structure (i.e. text files, syslog, database, etc.). If possible, could you please provide with log samples?
- 2.9 Logs are not available for integration with the EFM Solution. See response to question 2.8
- 2.10. Can IRCC provide with network TAPs log/data samples to be integrated with the EFM solution (if already deployed)?
- 2.10 IRCC currently has taps in place and can get samples of the data. However, we are unable to provide this to vendors at this time as it contains sensitive information
- 2.11. Can IRCC confirm whether the data coming from the network TAPs (to be integrated with the EFM solution) is encrypted or not?
- 2.11 The data is SSL encrypted.
- 2.12. Is IRCC current DLP solution configured to track data misuse activities on the in-scope IT applications? Can DLP be considered an additional source of data for the EFM solution?
- 2.12 The current Data Loss Prevention (DLP) solution prevents non-departmental USB devices from connecting to the desktops. The DLP solution also tracks and logs the files transferred to and from desktops to USB devices. The logs could be available to the EFM solution.

- 2.13. Can IRCC elaborate on the expectations related to requirement “3.2.10 capture session recording”, considering that one of the main requirements is to avoid deployment of agents on endpoints?
- 2.13 Network TAPs will be used to capture user sessions and route that data to the vendor’s solution to be consumed.
As a large percentage of end-users are not part of IRCC and IRCC does not control their end-points, a client application cannot be placed on end user end-points. Furthermore, IRCC is unable to install agents on the application servers.
- 2.14. Can IRCC elaborate on the expectations for requirement “3.13.6 The EFM solution must be able to monitor transactions that are using 2-factor authentication”?
- 2.14 The initial deployment is to monitor user behaviour in GCMS. IRCC will eventually expand the scope of monitoring to other systems containing sensitive data. Some of these systems require two-factor authentication.
- 2.15. According to the General Conditions 2030 (Section 21 - Ownership) and the Supplemental General Conditions 4010 (Section 1 - Copyright), ownership of the “Work” or “any part of the Work” and copyrights that subsists in deliverables will transfer to Canada. Such transfer of ownership could impede a vendors ability to offer similar services to other customers. Would Canada consider receiving a license to use the deliverables (i.e., removing the Supplemental General Conditions 4010 and including the SACC 4006 - Contractor to Own Intellectual Property Rights in Foreground Information)?
- 2.15 Canada accepts to remove SACC 4010 (2012-07-16) Services Higher Complexity. Canada accepts to include SACC 4006 Contractor to Own Intellectual Property Rights in Foreground Information. These changes are reflected in **section 4** of this amendment.
- 2.16. Regarding Section 7.2 b), would Canada consider accepting a Subscription type license instead of a perpetual license?
- 2.16 Canada is seeking acquisition of a perpetual software license, with annual maintenance and support.

- 2.17. Regarding the technical support requirement found in Section 7.3 – Software maintenance and support, the Bidder services levels agreement are structured by level of severity that ranges from highest being 1 – Critical (response time for technical support to do an initial follow-up is 2 hours) to 5 – Customer Suggestions (24 hours). Would this be acceptable to Canada?
- 2.17 Canada requires 60 minutes
- 2.18. In section 7.6.1 c. Task Authorization Process it states that the Contractor must provide the Technical Authority, within 5 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. Would IRCC agree to have a flexible timeframe depending on the complexity of the TA?
- 2.18 Yes. These changes are reflected in section 6 of this amendment.
- 2.19. License Scope: According to the RFP, the solution is for the Client's use only (i.e., IRCC) but will be installed within the Government of Canada (GC) shared physical network owned by Shared Services Canada (SSC). The RFP also states that this Contract will allow Canada to make the EFM Solution available to any department, Crown corporation or agency as described in the Financial Administration Act (as amended from time to time); any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client"). Can Canada clarify whether the 250 concurrent users license procured under this contract will be for IRCC's use only? Should another department want to leverage the contract to procure the EFM solution, will additional licenses and training be purchased under the option clause for additional licenses (section 7.2 c) at the price set out in the basis of payment which is based on 250 concurrent users?
- 2.19 The initial deliverables of 250 concurrent user licenses will be for IRCC's use only. User licenses will be for named departments only, ie. there will be no sharing of user licenses across departments. Should another department want to leverage the contract to procure the EFM Solution, additional licenses will be purchased under 7.2 c) Optional Goods – Purchase Additional Licenses clause at the prices set out in the basis of payment (sections 1.3 during the firm contract period and section 3 during the optional periods). The Client will be able to add user licenses in increments of 50 user licenses.

- 2.20. License to use training materials: According to Section 4.9 of the Statement of Work, the contractor agrees to "...provide unlimited rights with regards to the use, copy, translation and distribution of all such [training] materials". Can Canada clarify whether such license to use, copy, translate and distribute all training materials is granted to IRCC only for the duration of the contract, and that training materials provided under this contract will not be used or distributed to departments that have not paid training fees as set out in the basis of payment. In such case, would Canada consider the following changes:
The Contractor agrees to provide Canada electronic and hardcopy training materials in English and French. The Contractor grants the Client a non-exclusive license to use, copy, translate and distribute all such materials for the Period of the Contract and for the sole benefit of the Client.
- 2.20 IRCC accepts the proposed wording. These changes are reflected in section 4 of this amendment.
- 2.21. Translation of training materials: According to Section 11 of the Statement of Work, all deliverables must be provided in Canadian English. However, according to section 4.9 of the Statement of Work, training materials must be provided in both English and French. Can Canada clarify whether the translation of all training materials is the responsibility of the Contractor or if this requirement only applies where training material in French already exists?
- 2.21 All deliverables must be provided in Canadian English as per Section 11 of the SOW. With regard to Section 4.9, where training materials in French already exist, they should be provided alongside the Canadian English deliverable.
- 2.22. Mandatory Requirement – 3.8.14 (Chain of Custody): According to EFM Solution Requirement set out in section 3.8.14, the EFM solution must have the functionality to maintain the chain of custody as per the existing regulations including Rules of Evidence and the Canada Evidence Act. Can Canada specify what are the technical functionality required to maintain the chain of custody as per the Canada Evidence Act?
- 2.22 The data received by the vendor's solution is considered an authenticated copy of the original session the user had with the monitored application. The vendor's solution must be able to show an unbroken line of traces by all those who interact (Read/Write) with the data and case information.

- 2.23. Can IRCC please define how many use cases and the complexity of each one? Can Bidders please get a review of the use cases or listing and objectives?
- 2.23 Three example use cases have been listed in Attachment 4.3 of the RFP. Although there are more, IRCC is reluctant to distribute them to the public. To do so would cause IRCC to disclose confidential processes and procedures relating to how IRCC manages cases of potentially fraudulent user activity that are suspected or known to be currently ongoing.
- 2.24. R03 awards up to 50 points to Bidders who are able to provide a workplan less than 160 days for Wave 1 Implementation. Bidders are also awarded up to 100 points for the workplan in R05 however, it does not appear Bidders are evaluated on the appropriateness of their proposed workplan, the risks or how they plan to mitigate the risks. Would IRCC consider adding e) appropriateness of the workplan and f) risks and mitigations to R05?
- 2.24 IRCC accepts the following addition to R05:
e) appropriateness of the work plan; and
f) risks and mitigations
These changes are addressed in section 3 of this amendment.
- 2.25. With regard to question # 11 on amendment #1. Is the Crown requesting that the software solution be a single platform solution from a single software publisher in order to avoid integration issues, incompatibilities through future software releases of various products and multiple software service pack upgrades or is the Crown requesting respondents to incorporate multiple software products into a single solution?
- 2.25 Canada's preference is for a single platform solution from a single software publisher.
- 2.26. We are supporting many clients with emergency assistance related to the COVID-19 crisis and managing our teams remotely. We would respectfully request an extension to the submission of an additional 3 weeks in order to ensure a fully compliant and competitive bid to IRCC's requirements.
- 2.26 See response to question 2.4

- 2.27. Re: Point Rated Criteria R01 Past Corporate Experience
Mandatory requirement M01 requires that the Bidder explain its Management Structure and include the Ownership and Affiliates. Can Canada please confirm that projects submitted under rated Corporate Criteria R01 can be submitted from the Bidder entity and its Affiliates identified in M01. This will ensure that IRCC receives the best examples of relevant projects implementing the EFM Core Product for relevant Government Organizations.
- 2.27 Canada confirms that projects by the Bidder entity identified in M01 may be submitted under R01.
- 2.28. With reference to section 7.2.b. The Enterprise Software industry and the Canadian Federal Government has largely transitioned or is in the process of transitioning to term (sometimes referred to subscription based) licensing. Gartner predicts that “by 2020, all new entrants and 80% of historical vendors will offer subscription-based business models.” Term licensing generally includes all support and maintenance costs and has clearly demonstrated to be less expensive over the lifecycle of the software. A major benefit of term licensing is the ease and simplicity of license management as well as the ability to adjust usage on the anniversary date of the term. Would the Crown accept term/subscription-based license proposals as part of this solicitation?
- 2.28 See response to question 2.18
- 2.29. Based on the world events surrounding the Covid-19 virus would respectfully the Crown please extend the bid closing date by two weeks.
- 2.29 See response to question 2.4
- 2.30. In tables 1.2.1, 1.2.2, 2.2.1, 2.2.2 there is missing data in columns A with determined usage. Can Canada please clarify the data required to complete these tables?
- 2.30 The missing data is captured in section X of this Amendment.
- 2.31. On page 44 in Section 3.1.1, Canada mentions transactional activity through targeted applications. In Wave 1, can Canada identify with targeted applications are in scope or the total number of applications. Can Canada identify if the frequency of capture is real time, near real time or batch?
- 2.31 Wave 1 is limited to the use of GCMS for the purposes of administering IRCC’s Passport Program. The frequency of capture would be near real-time.

2.32. Will the Contractor have access to any kind of Personal Identifiable Information (PII) or sensitive information?

2.32 Yes, during the implementation and initial configuration.

2.33. According to the General Conditions 2030 (Section 21 - Ownership) and the Supplemental General Conditions 4010 (Section 1 - Copyright), ownership of the "Work" or "any part of the Work" and copyrights that subsists in deliverables will transfer to Canada. Such transfer of ownership could impede a vendors ability to offer similar services to other customers. Would Canada consider receiving a license to use the deliverables (i.e., removing the Supplemental General Conditions 4010 and including the SACC 4006 - Contractor to Own Intellectual Property Rights in Foreground Information)?

2.33 See response to question 2.17

2.34. Modern EFM Software is generally sold as a subscription service in order to continuously maintain and upgrade the capabilities. Regarding Section 7.2 b), would Canada consider accepting a Subscription type license instead of a perpetual license?

2.34 See response to question 2.18

2.35. Regarding the technical support requirement found in Section 7.3 – Software maintenance and support, the Software Publisher services levels agreement are structured by level of severity that ranges from highest being 1 – Critical (response time for technical support to do an initial follow-up is 2 hours) to 5 – Customer Suggestions (24 hours). Would this be acceptable to Canada?

2.35 See response to question 2.19

2.36. In section 7.6.1 c. Task Authorization Process it states that the Contractor must provide the Technical Authority, within 5 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. Would IRCC agree to have a flexible timeframe depending on the complexity of the TA?

2.36 See response to question 2.20

- 2.37. It is assumed that the 250 concurrent users license procured under this contract will be for IRCC's use only. Should another department want to leverage the contract to procure the EFM solution, can Canada confirm that additional licenses and training would be purchased under the option clause for additional licenses (section 7.2 c) at the price set out in the basis of payment which is based on 250 concurrent users?
- 2.37 See response to question 2.21
- 2.38. Can Canada clarify whether such license to use, copy, translate and distribute all training materials is granted to IRCC only for the duration of the contract, and that training materials provided under this contract will not be used or distributed to departments that have not paid training fees as set out in the basis of payment.
In such case, would Canada consider the following changes:
The Contractor agrees to provide Canada electronic and hardcopy training materials in English and French. The Contractor grants the Client a non-exclusive license to use, copy, translate and distribute all such materials for the Period of the Contract and for the sole benefit of the Client.
- 2.38 See response to question 2.22
- 2.39. Translation of training materials: According to Section 11 of the Statement of Work, all deliverables must be provided in Canadian English. However, according to section 4.9 of the Statement of Work, training materials must be provided in both English and French.
Can Canada clarify that the translation of all training materials specifically developed for this contract is the responsibility of the Project Authority, including training materials?
- 2.39 See response to question 2.23
- 2.40. Can Canada specify what are the technical functionality required to maintain the chain of custody as per the Canada Evidence Act?
- 2.40. See response to question 2.24

- 2.41. The point rated criteria R02 refers to the Bidder's proposed workplan (R04). R04 requires Bidder to demonstrate a sound and clear understanding of the requirements while R05 titled "Workplan" asks for a description of the proposed implementation approach and plan including the key activities, milestones, deliverables and resources. It would appear that R02 should have been referring to R05 instead of R04. Please confirm if the reference in R02 should be R05.
- 2.41. IRCC confirms that the reference in R02 should be to R05 and not to R04. These changes are addressed in section 3 of this amendment.
- 2.42. On Page 53 of the RFP, it states that Bidders are to "validate, modify and/or develop ... use cases and business rules and compare to industry best practices." What is the number of use cases that IRCC anticipates are required in Wave1? We request any summaries of each use case, status and level of detail already documented for each use case planned for Wave1 as well as subsequent waves.
- 2.42. Number of use cases is not expected to exceed 32 in the first year of implementation. Phased implementation of use cases will be used.
Please refer to demonstration evaluation scenarios for examples of use cases.
For security reasons, additional summaries of use cases will be provided only to the successful vendor.
- 2.43. The point rated criteria R03 refers to having the Bidder's proposed workplan (R04) to be within the prescribed timelines. R04 requires Bidder to demonstrate a sound and clear understanding of the requirements while R05 titled "Workplan" asks for a description of the proposed implementation approach and plan including the key activities, milestones, deliverables and resources. It would appear that R03 should have been referring to R05 instead of R04. Please confirm if the reference in R03 should be R05.
- 2.43. IRCC confirms that the reference in R03 should be to R05 and not to R04. These changes are addressed in section 3 of this amendment.
- 2.44. To meet R01 of the 'past experience' criteria, there are points for EFM products monitoring at least 30,000 End-Users. Can Canada confirm that an acceptable End-User definition would include the monitoring of End-User Credit card customers and merchants who are actively monitored in the EFM Core Product.
- 2.44. Canada confirms that an acceptable End-User definition could include the monitoring of End-User credit card customers and merchants who are actively monitored in the EFM Core Product.

- 2.45. Please confirm that R05 Workplan requirements apply to only key activities, key milestones, key deliverables and key resources for the implementation of EFM Core Product.
Under M02, the Bidder must propose a team of resources to perform the tasks and deliverables identified in SOW Section 4.0 – Wave 1 Solution Implementation. Please confirm that our key resources within our proposed team can be identified in our response to M02.
- 2.45. a. Yes, the work plan should apply to only key activities, key milestones, key deliverables and key resources. These changes are addressed in section 3 of this amendment.
b. IRCC confirms that proposed team of resources may be identified in the response to M02.
- 2.46. In response to criteria M20, for the TAPS based data collection, are there any restrictions on leveraging open source based components as part of the bidder's solution?
- 2.46. TAPS will be provided by SSC. The vendor would be responsible for supporting the solution.
- 2.47. Is there an expectation of a minimum time between an application event occurring and alert appearing in investigative user interface?
- 2.47. There is no expectation of a minimum time between an application event occurring and alert appearing in the investigative user interface. Canada's expectation is for a maximum time of ten (10) minutes between an application event occurring and alert appearing in the investigative user interface.
- 2.48. What is the size of an employee record in bytes?
- 2.48. The case files are citizenship and immigration applications, not employee records. As there are multiple types of records, case file size will vary. An end-user session may also comprise different tasks conducted to a record. Average record size is unavailable at this time.
- 2.49. What is the size of an "application event" in bytes?
- 2.49. Application event size will vary. More detailed information is unavailable at this time.

- 2.50. The RFP states 250 users of the system. How many concurrent users are anticipated?
- a. How many concurrent detection scenario authoring\testing users?
 - b. How many concurrent reporting users?
- 2.50. IRCC expects up to 150 concurrent users.
- a. 15
 - b. 20
- 2.51. Page 70 of the RFP states, "IRCC has developed a set of indicative business rule requirements to be reviewed and verified."
- a. The verbiage seemed to indicate a list of those indicative business rules would follow in the RFP, but the rest of the page was blank.
 - b. Can a list or a partial sample of the list be made available. It would greatly assist in setting the expectations of the analytics required.
 - c. Do any of the "indicative business rules" use aggregations of events, i.e. Employee 1234 accessed over 100 immigration records in one day. If so, what is largest aggregation time period (Day, Week, Month, Year, etc...)
- 2.51. a. For security reasons, indicative business rules will be provided only to the successful vendor.
- b. Please refer to Attachment 4.3 Demonstration Scenarios for example use cases.
- c. Yes, indicative business rules will use aggregation of events. Most aggregation time periods would go no longer than a month. However, there may be some that will go up to 120 days.
- 2.52. In product demonstration #3, the key activity is monitoring screen shots of system records. Assuming this is a real use case, if there is no agent software that is to be installed on employee computers, how will screen shots be detected by the network taps.
- 2.52. 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 an OS level screenshot.

- 2.53. Requirement 3.1.7 a. How many distinct IT applications will be monitored? b. Will they all produce the same network packet signature for a given event type? c. Is the packet signature for a given application and event type available in technical documentation? d. Are view and edit the only application event types?
- 2.53. a. Initially GCMS user activity associated to access of Passport information will be monitored. Second, all user activity within GCMS will be monitored. After which up to 27 other critical applications will be monitored.
b. No, they will not produce the same network packet signature for a given event type.
c. Not at this time.
d. No. Event types consist of all events commensurate with the case management of Citizenship, Visas, electronic travel authorizations (eTAs), and Immigration. Event types include: create, update (client detail, client address, passport, application details, record fees, etc.), promote prospective application, change application status, etc.
- 2.54. Req. 3.2.2. How many different groups are there estimated to be across the 30,000 employees?
- 2.54. Initially there will be four user groups.
- 2.55. Req. 3.16.10. Can you please clarify or provide more information with regards to this requirement?
- 2.55. As part of data retention and disposition, the system must have the capability to identify data to be purged.
Also at times authorized users will need to remove some data due to data sensitivity.
- 2.56. In section 4.0 on page 52 Wave 1 EFM Solution Implementation, can Canada provide more details on the following:
a. Number of EFM authorized user in scope for Wave 1
b. Number of End Users that the Crown wants to monitor in Wave 1
c. Number of alerts/alert categories being considered for each use case in Wave 1
- 2.56. a. In Wave 1 IRCC expects to have 52 authorized users.
b. In Wave 1 IRCC expects to have 14,000 end-users.
c. The estimated number of alerts is up to two per use case. Potentially three categories.

2.57. Given recent Government fiscal year end and the unprecedented global pandemic, we respectfully request a 30 day extension of both the bid submission deadline and the question and answer period.

2.57. See response to question 2.4

2.58. How many EFM solution environments is IRCC expecting to stand up (i.e. dev, test, pre-prod, prod)?

2.58. IRCC is expecting to set up Production and Test environments.

2.59. Is there an expectation of a minimum time between an application event occurring and alert appearing in investigative user interface?

2.59. See response to question 2.49

2.60. What is the size of an employee record in bytes?

2.60. See response to question 2.50

2.61. What is the size of an "application event" in bytes?

2.61. See response to question 2.51

2.62. The RFP states 250 users of the system. How many concurrent users are anticipated?

- a. How many concurrent detection scenario authoring\testing users?
- b. How many concurrent reporting users?

2.62. See response to question 2.52

- 2.63. Page 70 of the RFP states, "IRCC has developed a set of indicative business rule requirements to be reviewed and verified."
- a. The verbiage seemed to indicate a list of those indicative business rules would follow in the RFP, but the rest of the page was blank.
 - b. Can a list or a partial sample of the list be made available. It would greatly assist in setting the expectations of the analytics required.
 - c. Do any of the "indicative business rules" use aggregations of events, i.e. Employee 1234 accessed over 100 immigration records in one day. If so, what is largest aggregation time period (Day, Week, Month, Year, etc...)

2.63. See response to question 2.53

2.64. Requirement 3.1.7 How many distinct IT applications will be monitored? Will they all produce the same network packet signature for a given event type? Is the packet signature for a given application and event type available in technical documentation? Are view and edit the only application event types?

2.64. See response to question 2.55

2.65. Req. 3.2.2. How many different groups are there estimated to be across the 30,000 employees?

2.65. See response to question 2.56

2.66. Req. 3.16.10. Can you please clarify or provide more information with regards to this requirement?

2.66. See response to question 2.57

2.67. Section 12.0 stipulates that all the work has to be done onsite. Given the current reality with COVID-19 and social distancing, would it be acceptable for IRCC have some of the work executed remotely?

2.67. In consideration of the current reality with COVID-19, accommodations will be evaluated on an as-required basis. Allowances for remote work will be considered where possible.