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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

<b>Title - Sujet</b> Enterprise Fraud Management	
<b>Solicitation No. - N° de l'invitation</b> B7310-190250/B	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> B7310-190250	<b>Date</b> 2020-06-02
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EE-067-37544	
<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 2020-06-11</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> 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>

## **REQUEST FOR PROPOSAL AMENDMENT 006**

This amendment is raised for the following:

- 1. Inclusion of Attachment 2 -- IT Supply Chain Security Information Form**
- 2. Notification on Use Case and Demonstration Evaluation**
- 3. Update Section 7.3 Licensed Software Warranty, Software Maintenance And Support**
- 4. Update the French version of the Request for Proposal**
- 5. Revise and update answers of Amendment 005 - English version only**
- 6. Revise and update answers from Amendment 003**

**1. Inclusion of Attachment 2 -- IT Supply Chain Security Information Form**

Attachment 2 – IT Supply Chain Security Information Form must be included in the Technical Bid Section.

**2. Notification on Use Case and Demonstration Evaluation**

Based on the impacts of COVID-19, Canada reserves the right to modify the meeting requirements for Bidder demonstration evaluations. Any changes will be communicated with those Bidders directly.

### **3. Update Section 7.3 of the Resulting Contract Clauses**

#### **DELETE:**

- iii. The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e. the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for the Contract Period from the date this Contract is issued. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide Upgrades to the Licensed Software as part of the Software Maintenance, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

#### **INSERT:**

- iii. The Contractor must continue to maintain the most recent version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract, or succeeding versions as updated through Software Maintenance) as a commercial product (i.e. the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for the Contract Period from the date this Contract is issued. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide Upgrades to the Licensed Software as part of the Software Maintenance, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

### **4. Update the French version of the Request for Proposal**

These changes affect the French version of amendment 006 only.

**5. Revise and update answers in the English version of Amendment 005**

**DELETE Question and Answer 4.11 in its entirety**

**INSERT:**

4.11. Regarding section 12.2 of the SACC 2030, considering the COVID 19 situation and not knowing the project start date, some of the work could be delivered from a consultant's home. Canada could not have access to consultant's private home. Would Canada consider deleting subsection 2 or make it applicable to Contractor only?

4.11. For the duration of the COVID-19 crisis, suppliers are responsible to manage the risks associated with telework for their employees as they are ultimately responsible for the safety of the information and assets provided, if any. Inspections may be carried out in telework locations however, these are only done on a case-by-case basis and only for specific parameters.

In the past, inspections have been carried out in telework locations, however, these are only done on a case-by-case basis and only for specific parameters. For the majority of requirements, the inspection of locations is limited to the Contractor only and does not involve home offices for isolation/lockdown situations unless there is specific cause.

**DELETE Question and Answer 4.12 in its entirety**

**INSERT:**

4.12. During warranty period, any failure not caused by the Bidder's solution but by other activities outside Bidder's solution, are we correct to assume that the time spent in helping finding/correcting the issue will be charged to IRCC?

4.12. The Bidder is correct in assuming that time spent correcting issues may be billed to IRCC should the failure result from activities outside the Solution and not be caused by the Solution.

During the warranty period if/when it is made known that the Bidder's solution is not the cause of a failure, the Bidder must alert the Technical Authority. If required, the Technical Authority may then request a Task Authorization through the Task Authorization Process described in section 7.6.1 of the Resulting Contract Clauses.

**DELETE Question and Answer 4.13 in its entirety**

**INSERT:**

- 4.13. Section 7.3 b) iii of the Resulting Contract is confusing since it refers to the “version of the software originally licensed under the Contract”; however, it is understood that such version will be maintained, and new releases will become available during the contract period. The Bidder will continue to maintain the most recent version of the software, but not necessarily the version “originally licensed”. Is Canada agreeable to clarify this obligation and make it applicable to the current version of the software?
- 4.13. This has been addressed in section 1 of Amendment 006.

**DELETE Question and Answer 4.15 in its entirety**

**INSERT:**

- 4.15. For R06, can you please confirm the requirement should read “The Bidder should provide a training and knowledge transfer approach and plan to meet requirements defined in SOW Section 4.9 Training (Wave 1).”
- 4.15. IRCC confirms that R06 should refer to “SOW Section 4.9 Training” not to “3.9”. This is addressed in section 4 of Amendment 005

**DELETE Question and Answer 4.18 in its entirety**

**INSERT:**

- 4.18. For R02 (i), IRCC is asking for “Contract information”, however it appears that it should state “Contact Information”. Please confirm.
- 4.18. IRCC confirms that R02 (i) should state “Contact Information”. This is addressed in section 3 of Amendment 005.

**5. Revise and update answers from Amendment 003**

**At Amendment 003, QUESTIONS AND ANSWERS**

**DELETE Question and Answer 2.15 in its entirety**

**INSERT:**

- 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 5 of Amendment 003.

**DELETE Question and Answer 2.28 in its entirety**

**INSERT:**

- 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 2.16 of Amendment 003.

**DELETE Question and Answer 2.30 in its entirety**

**INSERT:**

- 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 1 of Amendment 003.

**DELETE Question and Answer 2.33 in its entirety**

**INSERT:**

- 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 2.15 of Amendment 003

**DELETE Question and Answer 2.34 in its entirety**

**INSERT:**

- 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 2.16 of Amendment 003

**DELETE Question and Answer 2.35 in its entirety**

**INSERT:**

- 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 2.17 of Amendment 003

**DELETE Question and Answer 2.36 in its entirety**

**INSERT:**

- 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 2.18 of Amendment 003

**DELETE Question and Answer 2.37 in its entirety**

**INSERT:**

- 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 2.19 of Amendment 003

**DELETE Question and Answer 2.38 in its entirety**

**INSERT:**

- 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 2.20 of Amendment 003

**DELETE Question and Answer 2.39 in its entirety**

**INSERT:**

- 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 2.21 of Amendment 003

**DELETE Question and Answer 2.40 in its entirety**

**INSERT:**

- 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 2.22 of Amendment 003

**DELETE Question and Answer 2.59 in its entirety**

**INSERT:**

- 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 2.47 of Amendment 003

**DELETE Question and Answer 2.60 in its entirety**

**INSERT:**

- 2.60. What is the size of an employee record in bytes?
- 2.60. See response to question 2.48 of Amendment 003

**DELETE Question and Answer 2.61 in its entirety**

**INSERT:**

- 2.61. What is the size of an "application event" in bytes?
- 2.61. See response to question 2.49 of Amendment 003

**DELETE Question and Answer 2.62 in its entirety**

**INSERT:**

- 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 2.50 of Amendment 003

**DELETE Question and Answer 2.63 in its entirety**

**INSERT:**

- 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 2.51 of Amendment 003

**DELETE Question and Answer 2.64 in its entirety**

**INSERT:**

- 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 2.53 of Amendment 003

**DELETE Question and Answer 2.65 in its entirety**

**INSERT:**

- 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 2.54 of Amendment 003

**DELETE Question and Answer 2.66 in its entirety**

**INSERT:**

- 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 2.55 of Amendment 003