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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

Shared Systems Division (XL)/Division des systèmes
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Title - Sujet OMS Modernization Project	
Solicitation No. - N° de l'invitation 21120-206246/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 21120-20-3266246	Date 2020-10-16
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-141-38440	
File No. - N° de dossier 141xl.21120-206246	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-10-27	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: Miller, Tracey	Buyer Id - Id de l'acheteur 141xl
Telephone No. - N° de téléphone (613) 858-2651 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

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Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
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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

Amendment 001 is being issued for the following reasons:

1. Extend RFI closing date
 2. To answer questions received from the Industry
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1. Extend RFI closing Date:

At page 1, Solicitation Closes, delete 2020-10-20 and insert 2020-10-27

NOTE: The above modification is to extend the RFI closing date to October 27, 2020.

2. To answer questions received from the Industry:

Q1. With respect to requirements related to the Government of Canada's clearance level SECRET, at which point in the procurement process is it necessary to demonstrate vendor compliance? Is it necessary at the time of proposal submission, or at the time of award/contract signature? Does CSC have a process for guiding the vendor through relevant aspects of the Government of Canada's security clearance mandates?

A1. More details surrounding how CSC would like to proceed with the security requirements will be included in the Request for Proposal (RFP).

Q2. Please clarify CSC's expectations regarding the vendor's API being "discoverable through an API store".

A2. The Government of Canada Standard on APIs specifies that APIs should be published to an API store for the purposes of discover and lifecycle management. The APIs should be discoverable by the client (CSC) to provide access to developer-friendly documentation and allow interaction with the API resources to gain a better understanding of how the API works. The link to the Government of Canada Standard on APIs is as follows:

<https://www.canada.ca/en/government/system/digital-government/modern-emerging-technologies/government-canada-standards-apis.html>

Q3. 8.3. The system should include multi-device optimization with multi-input modalities (keyboard, mouse, touch, etc.). Could the CSC please explain a bit more? Is it CSC's intention to be able to perform all operations only strictly with the mouse or only strictly by the keyboard, but not both? Or is it expected that keyboard, mouse and touch should be all available to perform operations?

A3. Keyboard, mouse, and touch should all be available to perform operations. Note that support of devices may depend on hardware being used (e.g. touch-screen ability, tablets, etc.) and must comply with Accessibility requirements specified in the RFI.

Q4. 8.5. The solution must allow users to move (backwards and forwards) between screens in a multiscreen process without losing any data. – Is CSC looking for windows type behavior? For example, opening several screens at the same time? Is that what is meant by “multiscreen process”? Conversely, is CSC seeking a true web app in which users are reminded via alerts to save data before leaving a screen?

A4. The solution should allow a user to navigate through the process without losing data. In the current system, the information is lost if the user navigates to a different screen in order to look for information, for example. CSC would request that the vendor provide recommendations on how their application flow and UI could support the user by safeguarding the information that had been entered.

Q5. 9.3. The solution should support the aggregation of all information/data related to a specific subject(s) or case(s) and allow the extraction of a complete contextual narrative in formats that meet Library and Archives Canada’s minimum requirements for transfer and digital sustainability of information resources of enduring value (IREVs). – Could CSC please elaborate further on this requirement?

A5. The requirement is to allow CSC to define, through detailed requirements, specific records that relate to a specific subject(s) or case(s). The underlying data/metadata architecture should allow for the aggregation of structured/unstructured data into consolidated records, as defined. The underlying data/metadata architecture should also allow for the management of these records throughout their lifecycle from creation, through retention, until disposition. Lastly, the solution should allow for the extraction of these records output in a format that meets the Library and Archives Canada specifications and standards and follows the transfer requirements (if applicable).

The link to the requirements from Library and Archives Canada is as follows:

<https://www.bac-lac.gc.ca/eng/services/government-information-resources/guidelines/Pages/guidelines-file-formats-transferring-information-resources-enduring-value.aspx>

Q6. 13.2. System and Information Integrity: The application shall detect security-relevant error conditions and generate appropriate error messages/log entries. - Can CSC please provide examples for security-relevant error conditions?

A6. Examples of security-relevant error conditions include:

- a. Unauthorized login attempts
- b. Failed login attempts
- c. Unauthorized API access attempt
- d. Input validation failures
- e. Account locked out

Q7. General:

- a. There are several requirements that call for sharing information with offenders. Is this meant to be through a self-service type of interface (such as a kiosk), or does this mean the ability to print information from the application to give to the offender?
- b. There are several requirements that call for sharing information with external stakeholders. Is this meant to be through an existing interface, or rather the ability to print/email data from the application?

A7. Both, the solution should offer the option to share information digitally or in a printed form. Primarily the application should be able to share information through an interface however the ability to email information would be required as well.

Q8. R11-1: The proposed solution must enable CSC to capture and manage information pertaining to the repatriation of offenders who voluntarily surrender to custody.

- a. Can this briefly be explained? Is this bringing them into the OMS as an offender, or are there specific data steps expected? If so, are a few examples of that data?

A8. An offender who voluntarily surrenders to CSC custody is a rare occurrence and CSC would manage them in OMS by either creating a new offender file (as a newcomer) or by revising an existing offender file (update offender status, return file from archive node).

From a data perspective, CSC would need to be able to add an offender to the system who was not an (a) international transfer, (b) deported offender, or (c) extradited offender but was instead an offender who likely absconded and voluntarily surrendered back to CSC custody. CSC needs to be able to 'label' this as a voluntary surrender.

Offenders sentenced in absentia are entered into the OMS in anticipation of being returned to custody to serve their sentence.

Q9. R6: The proposed solution must enable CSC to capture, maintain and share reviews received from Elders and spiritual advisors for those offenders interested in following an Indigenous healing path. Elder reviews are considered in security classification and penitentiary placement decisions in Correctional Plans.

- a. Are these reviews done in the system? Is this part of case planning or classification?

A9. Elder reviews are completed by either Elders or Indigenous Liaison Officers (ILO). If completed by an ILO, an Elder reviews the contents. Most often these reviews are completed in a word processing application (e.g. MS Word) and then copied and pasted into a text area for the Elder Review in OMS. Elders may copy/paste the contents of the review themselves or the ILO may do this if the Elder is uncomfortable with OMS/technology.

Elder Reviews may be completed at intake and additional reviews may be completed as the offender progresses through their sentence (called Progress Elder Reviews).

Elder Reviews form part of case planning as the healing components identified in the review will be incorporated into the offender's Correctional Plan, correctional programming determination and interventions.

For more information on how CSC responds to the specific needs of Indigenous offenders, including the use of Elder Reviews, see:

<https://www.csc-scc.gc.ca/lois-et-reglements/702-cd-eng.shtml>

Q10. R10: The proposed solution must enable CSC to capture and manage offender criminal background information from various sources (court documents, police reports, offender self-reported information of previous convictions, etc.) to inform the Criminal Risk Index, used to inform appropriate intervention levels and correctional plan programming.

a. Is the CRI an external application? Is this share intended to be through interface or some other method?

A10. The Criminal Risk Index (CRI) is an assessment that is completed within the Offender Management System. It is not a separate application.

Once the CRI is complete, a number of CSC staff have access to and draw on the CRI during an offender's sentence. Note, the CRI may require updating if the offender is convicted of other offences while incarcerated.

More details on the CRI can be found here:

<https://www.csc-scc.gc.ca/acts-and-regulations/705-6-cd-en.shtml>

Q11. R13-1: The proposed solution must enable CSC to capture and maintain a history of violence or assault involving offender partners for male offenders.

a. As a part of sentencing information (i.e. configuration of violent offenses), or some other method?

A11. A number of documents and information sources are used to capture and maintain a history of violence and assault, including police reports, court records, as well as potentially statements from victims, and information from the offender himself. To capture this information, in addition to the criminal risk index above, CSC conducts other assessment such a custody rating scale, an offence severity record, a family violence risk assessment and a spousal assault risk assessment. Such assessment tools are in OMS.

Q12. R14: The proposed solution must enable CSC to capture and manage demographic information and criminal history characteristics for male non-Indigenous offenders to estimate the probability of re-offending within three years of release.

- a. What information are we capturing? Is this probability determined in an external application or assessment, or is it expected to be a part of the OMS?

A12. Offender background information is captured once sentencing indicates that an offender will be coming into federal custody, and is captured initially based on information provided by the province, including court documentation, a warrant of committal, police reports, and in some cases, offender profile information. Such information is reviewed and complemented with interviews of the offender, including a preliminary assessment interview, which can capture information before the offender arrives in federal custody.

Regarding probability determination, those data are used to complete a specific actuarial assessment within OMS called the “Statistical Information on Recidivism Scale – Revised” or (SIR-R1). Details on the SIR-R1 are available here:

<https://www.csc-scc.gc.ca/research/b01e-eng.shtml>

Currently, such information is captured as part of OMS, and should be considered as in-scope for the replacement of OMS.

Q13. R15: The proposed solution must enable CSC to capture and maintain offence information, including offence history, offence types, offence characteristics and victim information, to measure and estimate an offender’s risk to re-offend. The SFA results are used throughout an offender’s sentence in relation to future assessments and decision-making.

- a. What information are we capturing? Is this probability determined in an external application or assessment, or is it expected to be a part of the OMS?

A13. Such information is captured as part of the offender’s profile, and would identify any conviction, including as a young offender, and any details in relation to that conviction, such as offence type, specifics of the offence, any sentence information, and victim information. Such information is used to support the completion of the SIR-R1 (see above) and the Criminal History Record, which inform the offender’s static factor assessment report and the criminal risk index. The information also informs the custody rating scale. Information about the custody rating scale is available here:

<https://www.csc-scc.gc.ca/acts-and-regulations/705-7-cd-eng.shtml?pedisable=true#s9n>

Q14. R16: The proposed solution must enable CSC to capture and manage offender criminogenic factors that change over time and which require intervention to mitigate an offender’s future risk to reoffend. These factors currently fall within seven categories: substance abuse, personal/emotional orientation, attitude, community functioning, marital/family, employment/education and associates.

- a. What information are we capturing? Is this probability determined in an external application or assessment, or is it expected to be a part of the OMS?

A14. In addition to offender background information and sentence information, CSC collects and assesses information about dynamic factors that help to inform correctional planning. The probability is assessed using a professional judgement tools that inform a dynamic factor assessment, formally named “Dynamic Factor Identification and Analysis, Revised” or DFIA-R. Details of that assessment can be found

here:

<https://www.csc-scc.gc.ca/acts-and-regulations/705-6-cd-en.shtml#7>

Currently, such information is captured as part of OMS, and should be considered as in-scope for the replacement of OMS.

Q15. R23-1: The proposed solution must enable CSC to identify and capture criminal background information of a sexual nature to assist in estimation of sexual recidivism for male sexual offenders.

a. What information are we capturing? Is this probability determined in an external application or assessment, or is it expected to be a part of the OMS?

A15. CSC gathers, reviews and uses an offender's criminal background information of a sexual nature as criteria in determining the need to complete the Static-99 and the Stable 2007 assessments. These assessments are completed when one or more of the following criteria are met:

- The offender's current offence is a sexual offence or sexually-motivated offence,
- The offender has a history of sexual offences or sexually motivated offences,
- The offender makes an admission of guilt for a sexually motivated offence without conviction,
- CSC has reliable, accurate information that an offender has committed crimes of a sexual nature, whether or not they have resulted in a conviction.

CSC uses the Static-99 and Stable-2007 to predict risk for sexual recidivism among adult male sexual offenders.

Currently, such information is captured as part of OMS, and should be considered as in-scope for the replacement of OMS.

Q16. R23-2: The proposed solution must enable CSC to refer, confirm and manage male sex offenders in sex offender programs and to determine correctional programming intensity levels.

a. Are these intensity levels determined based upon CSC's interpretation of industry-standard SO assessments (i.e., Static-99)?

A16. CSC combines an offender's scores on the Static-99 and Stable 2007 assessments to determine an overall risk level for sexual offending, with higher levels being indicative of a greater likelihood of reoffending than lower levels.

Program intensity is determined by the results of the Criminal Risk Index (CRI). For men's sex offender programs, the Static-99R and the Stable-2007, in combination with the CRI, generally serve as the determinants of program intensity for male sex offenders.

For more information see: <https://www.csc-scc.gc.ca/acts-and-regulations/726-2-gl-eng.shtml>

Q17. R23-3: The proposed solution must enable CSC to modify sex offender program referrals based on the results of the assessment.

a. Are these intensity levels determined based upon CSC's interpretation of industry-standard SO assessments (i.e., Static-99)?

A17. Yes – for more information on program referrals and overrides, see: <https://www.csc-scc.gc.ca/acts-and-regulations/726-2-gl-eng.shtml>

Q18. R24-1: The proposed solution must enable CSC to identify and capture dynamic (changeable) risk factors that are strongly associated with sexual recidivism for male sexual offenders.

a. Are these intensity levels determined based upon CSC's interpretation of industry-standard SO assessments (i.e., Static-99)?

A18. Yes – The Stable 2007 is a structured risk assessment tool used to identify stable dynamic risk factors for sexual offending that are amenable to intervention. Correctional Program Officers/ Assessors use this tool for programming determination purposes.

For more information see: <https://www.csc-scc.gc.ca/acts-and-regulations/726-2-gl-eng.shtml>

Q19. R24-2: The proposed solution must enable CSC to address dynamic risk factors for male sexual offenders through correctional programs and interventions.

a. Are these intensity levels determined based upon CSC's interpretation of industry-standard SO assessments (i.e., Static-99)?

A19. Yes – for more information see: <https://www.csc-scc.gc.ca/acts-and-regulations/726-2-gl-eng.shtml>

Q20. R7-2: The proposed solution must enable CSC to capture and manage accommodation inventory records for community accommodations to facilitate offender bed utilization and occupancy rates.

a. Are these detention/diversion centers, or some other form of accommodation?

A20. This refers to capturing information related to Community-Based Residential Facilities (CBRFs), commonly referred to as halfway houses. These facilities provide a bridge between the institution and the community. They work on a system of gradual, supervised release. Many offer programming for residents.

CBRFs may include:

- Hostels
- Private Home Placements (PHPs)
- Alternative Community Beds (ACBs)
- Supervised apartments
- Community Residential Facilities (CRF)

Q21. R7-3: The proposed solution must enable CSC to track and report on community accommodation inventory, bed utilization, occupancy rates and other metrics required for efficient accommodations planning.

a. Are these detention/diversion centers, or some other form of accommodation?

A21. This refers to capturing information related to Community-Based Residential Facilities (CBRFs), commonly referred to as halfway houses. These facilities provide a bridge between the institution and the community. They work on a system of gradual, supervised release. Many offer programming for residents.

CBRFs may include:

- Hostels
- Private Home Placements (PHPs)
- Alternative Community Beds (ACBs)
- Supervised apartments

Community Residential Facilities (CRF)

Q22. R8-5: The proposed solution must enable CSC to control and manage offender movement patterns, location access and offender traffic flow in institutions and facilities.

Does CSC currently have infrastructure that supports geo-tracking in the facilities (i.e., wireless access points and geo-badges or wristbands), or should such necessary infrastructure be part of the OMS solution?

A22. CSC has been exploring the use and implementation of such technology, but the vendor should assume that such infrastructure is not in place, and as such, that the control and management of offender movement patterns, location access and offender traffic flow in institutions and facilities does not rely on the same.

CSC has been pursuing the installation of the necessary infrastructure, and would during the RFI phase be interested in learning what capability the vendor can offer in this regard.

Q23. R8-6: The proposed solution must enable CSC to forecast offender movement patterns and behaviours and to respond accordingly based on geo-location data collected.

Does CSC currently have infrastructure that supports geo-tracking in the facilities (i.e., wireless access points and geo-badges or wristbands), or should such necessary infrastructure be part of the OMS solution?

A23. CSC has been exploring the use and implementation of such technology, but the vendor should assume that such infrastructure is not in place, and as such, that the control and management of offender movement patterns, location access and offender traffic flow in institutions and facilities does not rely on the same.

CSC has been pursuing the installation of the necessary infrastructure, and would during the RFI phase be interested in learning what capability the vendor can offer in this regard.

Q24. R8-7: The proposed solution must enable CSC to build and generate custom offender geo-location and movement reports.

Does CSC currently have infrastructure that supports geo-tracking in the facilities (i.e., wireless access points and geo-badges or wristbands), or should such necessary infrastructure be part of the OMS solution?

A24. CSC has been exploring the use and implementation of such technology, but the vendor should assume that such infrastructure is not in place, and as such, that the control and management of offender movement patterns, location access and offender traffic flow in institutions and facilities does not rely on the same.

CSC has been pursuing the installation of the necessary infrastructure, and would during the RFI phase be interested in learning what capability the vendor can offer in this regard.

Q25. R9: The proposed solution must enable CSC to capture and manage information pertaining to the roles and responsibilities of the Minister of Public Safety and Emergency Preparedness and provincial/territorial governments during periods of temporary detention, transfer and community supervision of offenders.

What are some examples of the data that is being captured and managed?

A25. Exchange of Service Agreements (ESAs) are agreements between the Minister of Public Safety and Emergency Preparedness and provincial/territorial governments regarding the temporary detention, transfer and community supervision of offenders.

Examples of data to be captured and managed may include offender profile and background information, transfer and/or location, and sentencing information.

For more information on Exchange of Service Agreements (ESAs), see: <https://www.csc-scc.gc.ca/lois-et-reglements/541-1-gl-eng.shtml>

Q26. R2: The proposed solution must enable CSC to create and manage visually interactive schedules for all offender programs offered at all site locations.

Does visually interactive mean configurable calendars or just printable schedules? Are there specific examples of what is being sought?

A26. CSC is focused on delivering programming to offenders that have a need in advance of their first parole eligibility date. The Service is seeking a visual, easy-to-use and intuitive approach to managing national programs. The program management approach is to include program scheduling, participant management, and resource management, such as program delivery staff, infrastructure (e.g. room availability), and timing the delivery of such programs against release dates.

An example of CSC integrated correctional programs available to offenders on a national basis appears below.

See: <http://www.csc-scc.gc.ca/correctional-process/002001-2011-eng.shtml?pedisable=false>

Q27. R1-3: The proposed solution must enable CSC to track and report on restorative justice cases.

a. Is this requirement referring to restorative justice in the form of sentencing alternatives, or as a matter of programming and restitution?

A27. CSC supports restorative justice as an approach that views crime and conflict principally as harm done to people and relationships. At CSC, restorative justice:

- provides victims with an opportunity to tell their story, address the harm caused, and find answers to questions that are important to them;
- provides offenders with an opportunity to take responsibility for their actions and to be held accountable by those they harmed; and
- empowers communities to gain a better understanding of the root causes of crime and allow the community to express and reduce its fears.

For more information, see:

<https://www.csc-scc.gc.ca/restorative-justice/003005-0007-eng.shtml>

Q28. R1-2: The proposed solution must enable CSC to submit visitor applications to, and receive criminal background information from, the RCMP's Canadian Police Information Centre (CPIC).

a. Is it expected to interface with CPIC? Is there an existing API with CPIC in CSC's legacy systems?

A28. OMS currently has an API with CPIC, but in relation to offenders. The vendor should assume that such an API is required for visitor applications, as the process is currently manual.

Q29. R7-5: The proposed solution must enable CSC to control the duration and frequency of calls made by offenders.

a. Is there currently a vendor doing this? Assuming that will continue, what is the expected behavior of the OMS?

A29. Currently a Bell Canada system is used to manage the use of phone cards, PINs, phone numbers and contacts, controlling the duration and frequency of calls. A secondary system is used by the SIO for security purposes including monitoring and recording inmate calls. Neither system has any

connection/interaction with OMS currently. In future, summary information about the contact should be captured in a future OMS.

Q30. R6-5: The proposed solution must enable CSC to capture and manage information pertaining to the continued placement, or release, of offenders in/from dry cells.

a. Is this tracking frequency and/or duration of assignment?

A30. Yes – this information is to include:

- Date and time the offender was placed in, and removed from the dry cell
- Frequency of dry cell placement
- Reason(s) for initial and continued placement in the dry cell

Q31. Can you please provide additional details around your expectations for answers to questions 4 and 11. Especially, what type of format (a mapping at the capability level, a mapping at the requirement level, a heat map, an overall assessment...) you would be expecting, the desired length or deepness of the response.

A31. For Question 4, CSC is open to receiving the response details in the format respondents feel best conveys the desired information. At a minimum, CSC would like a description of how the proposed solution would satisfy the business needs described for each capability.

Question 11 is focused more on the technology and product components required for the proposed solution. For example, the response to this question could include items such as commercially available software products, database management systems, and/or third party or open source components that would be required to provide the capabilities described in Annex B. The third party or open source components could include items such as a document management system, electronic signature capabilities, or secure file transfer mechanisms that would be integrated into the proposed solution.

Q32. We believe that there are different ways to interpret the difference between questions 4 and 11. It would be great if you could provide specific examples of content you expect in 11 and not in 4 or vice versa.

A32. See response to item 31 above.

Q33. As part of modernization, is CSC looking to migrate from the current investments in Dynamics CRM / ASP or .Net?

A33. CSC will continue to use the technologies best suited to addressing specific business challenges or requirements. As part of this RFI process, CSC is interested in learning more about the underlying technology components of the proposed solutions.