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Québec

K1A 0S5

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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

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT.

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
partagés (XL)

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th étage, 10, rue Wellington

Gatineau

Québec

K1A 0S5

Title - Sujet OMS Modernization Project	
Solicitation No. - N° de l'invitation 21120-206246/C	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 21120-20-3266246	Date 2022-01-11
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-165-40231	
File No. - N° de dossier 165xl.21120-206246	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2022-02-28 Heure Normale de l'Est HNE	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Martins, Christina	Buyer Id - Id de l'acheteur 165xl
Telephone No. - N° de téléphone (343) 543-8779 ()	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

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Amendment 003 has been raised to modify the closing date and provide responses to questions that have been raised.

**

At first page of REQUEST FOR PROPOSAL, "Section "Solicitation Closes – L'invitation prend fin":

DELETE: at 02:00 pm ON 2022-02-09

Eastern standard Time EST

INSERT: at 02:00 pm ON 2022-02-28

Eastern standard Time EST

**

QUESTIONS / ANSWERS

Q.07: Is CSC currently licensed for Windows 10, SharePoint, Microsoft Word, Microsoft Excel, Microsoft Exchange or does the bidder need to include these costs?

A.07: CSC currently holds licenses for the above noted software and therefore bidders should not include those costs in their proposals.

Q.08: **Section:** 02 Profile Management

Requirement#: IPM-43

Requirement Description: The solution must create an Admission Interview record, pre-populated with any available offender data.

Question: Is the Admission Interview the same as a Preliminary Assessment?

A.08: The Admission Interview is completed by a Parole Officer when an offender arrives at a CSC institution (refer to CD 705-3 Immediate Needs Identification and Admission Interviews), the Preliminary Assessment is completed by a Community Parole Officer, usually while the offender is still in provincial custody (refer to CD 705-1 Preliminary Assessments and Post-Sentence Community Assessments).

Q.09: **Section:** 05 Assessments

Requirement#: AR-4

Requirement Description: The 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.

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Question: Will the Elder and spiritual advisors' reviews need to be linked to the classification as part of the classification evaluation forms?

A.09: Elder and spiritual advisor reviews need to be linked to the classification as one of the considerations for overall security level, institutional placement, and Correctional Plan development. Currently these documents consist of unstructured data and therefore are required to available for review.

Q.10: **Section:** 05 Assessments

Requirement#: AR-1

Requirement Description: The solution must enable CSC to develop a form in order to capture structured (yes/no, scores, checkboxes, etc.) and unstructured (free-text, comments, etc.) assessment data for each assessment tool.

Question: Does the structured data in the form need to be auto populated from data entered elsewhere in the system?

Are there any dependencies from one question to the next in the assessment/scoresheet?

A.10: Where available, the solution needs to auto populate data that has been previously gathered into the assessment tool. There are a number of tools used in the assessment process and some have dependencies from one question to the next and others do not.

Q.11: **Section:** 01 Enabling Requirements

Requirement#: GR-4

Requirement Description: The solution should maintain versions and a history of business processes and associated business rules.

Question: What does history of the Business Rules represent?

A.11: As CSC's policy (which informs business processes and rules) changes, the solution needs to have a record of what policy and business rule was in place at the time of the creation of the entry. This is to ensure that during a retrospective review of a case CSC can confirm compliance with the policy and legislation in effect at the time.

Q.12: **Section:** 05 Assessments

Requirement#: N/A

Requirement Description: General

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Question: Is there a third-party risk/needs assessment tool that CSC uses to drive the case plan (identifying offenders' highest priority criminogenic Needs)? E.g. Northpointe's COMPAS, MHS, LSI-R, etc.?

A.12: CSC employs a number of risk/needs assessments currently; most are internal to CSC (refer to the Criminal Risk Index in CD 705-6 Correctional Planning and Criminal Profile), some are third-party (such as the STATIC-99R sexual risk assessment).

Q.13: **Section:** 09 Interventions & Services

Requirement#: INS-12

Requirement Description: The solution must enable CSC to associate program performance tests with scheduled programs to assist in maintaining program integrity and determining patterns within the population.

Question: What specific patterns is CSC looking to analyse? What inputs are required to analyse performance?

A.13: Patterns that CSC hope to analyse include program performance in relation to offender outcomes. Inputs would include program performance test indicators and results, offenders' program completion status, and offender outcomes (e.g., release success).

Q.14: **Section:** 09 Interventions & Services

Requirement#: INS-4

Requirement Description: The solution must enable CSC to manage override recommendations to initially identified program needs and provide workflow notifications and electronic approval capabilities.

Question: What logic are program recommendations based on? How are recommendations specified/tracked, do staff manually assess and select which programs to recommend? How are they then overridden?

A.14: Program referrals are based on a number of factors and assessments that are completed during Intake. Depending on outcomes of these assessments, the level of programming needed is automatically generated and requires a series of rationales, meetings and communications both within the system and through email to change the recommendation. The vision of OMS Modernization is to leverage workflow and electronic approvals for these changes. The logic for program recommendations is detailed in GL 726-2 National Correctional Program Referral Guidelines.

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Q.15: **Section:** 02 Security and Privacy

Requirement#: SP-3

Requirement Description: The solution must ensure no residual sensitive information is stored on a user's system once a session terminates (e.g. no persistent cookies and/or caching of sensitive data, including credentials and/or residual sensitive data).

Question: This requirement seems to be incompatible with the CI-14 (The solution must support off-line caching, store and forward or synchronization capabilities to allow a user to work off-line on their mobile device, and to synchronize any work that was done offline with the main system once internet connection is restored.). Can you please clarify the conflicting requirements?

A.15: Where offline mode is a feature of the application, the session would not be terminated (i.e. the user is still logged in) thereby resolving the conflict between these requirements. As further specified in SP-5, the solution must ensure that when working offline on a mobile device, data at rest is encrypted and once data has been synchronized with the backend server, it is deleted from the mobile device.

Q.16: **Section:** 01 Enabling Requirements

Requirement#: GR-113

Requirement Description: The solution should provide the ability to identify that a paper copy of a document exists and its location.

Question: Does CSC require a tag that displays the appropriate status (i.e. that a paper file exists and is attached) or is CSC looking for more information to be displayed?

A.16: CSC is looking for the solution to provide an ability to determine within the system whether or not there is an associated hard copy, and its location (i.e., on the Case Management File, on the Discipline and Dissociation file etc.)

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- Q.17: **Section:** 02 Profile Management
Requirement#: IPM-15
Requirement Description: The solution must enable CSC staff to capture statistical background information.
Question: Can CSC please elaborate on what they mean by statistical background information?
- A.17: CSC needs to be able to capture statistics regarding the offender population, for example race, age, gender, religion etc.
- Q.18: **Section:** 02 Profile Management
Requirement#: IPM-21
Requirement Description: The solution must enable CSC staff to process basic information from the criminal justice system.
Question: Can CSC please clarify what process information means? Is it an interface?
- A.18: CSC needs to be able to receive documents that are provided to them from police, courts, provincial/ territorial facilities. Currently there is no interface, documents are uploaded into a document repository.
- Q.19: **Section:** 02 Profile Management
Requirement#: IPM-24, 27, 28, 30
Requirement Description: Conduct Post Community Assessment
Question: Can CSC please clarify if an interface development is expected here?
- A.19: The Post Sentence Community Assessment is completed in the current OMS system. No interface development is required.
- Q.20: **Section:** 02 Profile Management
Requirement#: IPM-72
Requirement Description: The solution must enable CSC staff to view and verify any Provincial incarceration information.
Question: Are there interfaces to provincial system(s)? 10 provinces? 10 different systems? What about the 3 territories?
- A.20: There are currently no automated interfaces with the provincial/ territorial systems. Documents are currently received through attachments in email. CSC is seeking a solution that includes document management capabilities to store these documents.

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- Q.21: **Section:** 02 Profile Management
- Requirement#:** IPM-73
- Requirement Description:** The solution must enable CSC staff to view and verify police reports.
- Question:** Is there an interface today? Expected to be developed and delivered by the vendor?
- A.21: Currently there is a document repository within OMS that stores uploaded police reports.
- Q.22: **Section:** 02 Profile Management
- Requirement#:** IPM-77
- Requirement Description:** The solution must be able to access external systems to view and capture data about victims.
- Question:** Is there an interface today? Expected to be developed and delivered by the vendor?
- A.22: Data integration with other CSC applications including victims information will be done through the data integration layer via APIs. The solution must invoke a CSC API to retrieve and/or update victim information.
- Q.23: **Section:** 04 Sentence Management
- Requirement#:** SM-09 to SM-11
- Requirement Description:** Parole Board of Canada (PBC)
- Question:** Is PBC module part of the solution or a separate system? if it's a separate system, is there an interface that exists today that needs to be part of the scope of the project?
- A.23: The PBC module is a separate system. Data sharing with the PBC module will be done through the integration layer using CSC APIs.

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- Q.24: **Section:** 04 Sentence Management
- Requirement#:** SM-84
- Requirement Description:** The solution must capture and notify whether there has been a change in jurisdiction.
- Question:** Not sure what Jurisdiction change mean here and how they want to notify? Active Court orders?
- A.24: Jurisdiction refers to who has the authority over the offender (across other federal departments, or internationally). The notification is not to the receiving jurisdiction, but an internal notification.
- Q.25: **Section:** N/A
- Requirement#:** N/A
- Requirement Description:** Offender Financials
- Question:** There are several requirements that mention offender financials. Is it expected that the offender financials module will be deployed in full? For example, Offender trust module, payroll, etc
- A.25: The offender financial system is completely separate from the OMS system. Data integration to the offender financial system will be required through the data integration layer using APIs to retrieve and/or update data in the offender financial system. As specified in the Compatibility and Integration requirements, the Solution must include a library of APIs to provide access to business data and functionality.
- Q.26: **Section:** N/A
- Requirement#:** N/A
- Requirement Description:** Offender Commissary
- Question:** Is there a commissary purchasing system in place today and is it expected to be replaced by the new OMS?
- A.26: Within CSC "Commissary" is referred to as Canteen, which is separate from OMS as it is offender operated. However there is an offender purchasing process that is expected to be replaced in the modernized OMS. See offender Personal Property capability.
- Q.27: **Section:** N/A
- Requirement#:** N/A
- Requirement Description:** Interfaces

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Question:

Can CSC please list all the interfaces that the new OMS will need to implement for go-live? For each interface it will be helpful to get the name, description, organization it interfaces with, inbound/outbound or both, method of integration.

A.27:

The integration architecture does not use point-to-point interfaces. All integration will be done through the data integration layer via APIs. CSC will manage data exchange with other organizations; however, as specified in the Compatibility and Integration requirements, the Solution must include a library of APIs to provide access to business data and functionality.

Q.28: **Section:**

12 Security Operation Mgmt.

Requirement#:

SOM-81

Requirement Description:

The solution must share information with Health Services, Victim Services, the National Monitoring Centre and police, as required.

Question:

Is there an interface today? Is an interface expected to be developed and delivered by the vendor?

A.28:

All of these partners (other than police) have access to the current system. A notification of events to users as defined by role in these areas is needed. Any data exchange will be handled through the data integration layer.

Q.29: **Section:**

13 Search and Seizure

Requirement#:

SS-75

Requirement Description:

The solution must update urinalysis test records based on the results received from laboratory testing facilities.

Question:

Is there an interface today? Is an interface expected to be developed and delivered by the vendor?

A.29:

There is currently no interface, nor is one expected to be developed. The information is manually entered by the user. Any future automation of this data feed would be through the integration layer.

Q.30: Annex F is referenced throughout the RFP; however, it is not included in the RFP.

A.30: Annex F appears in Amendment 001.

Q.31: Will CSC consider granting an extension?

A.31: CSC will grant an extension to the solicitation close date to February 28, 2022 at 14:00 EST.

Q.32: Please confirm if CSC is already licensed for any digital signature software such as Adobe Signature or DocuSign today?

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A.32: CSC uses Entrust for e-signatures and does not have licenses for Adobe Signature or DocuSign.

Q.33: CI-47 on page 315 states “The solution should integrate with third party data analytics and reporting tools (e.g., PowerBI, Tableau and Crystal Reporting).”

Please confirm if CSC is already licensed for any of the listed Reporting Tools to prevent the bidder from duplicating costs to CSC.

A.33: CSC has licenses for PowerBI and Crystal Reporting, but not for Tableau.

Q.34: Please provide estimated start dates and duration for each step of the Agile procurement process as seen in the image in section 1.4 on page 7.

A.34: Many internal and external factors can impact the start dates of the various stages of the Agile procurement process. The estimated duration of each step is between one (1) and three (3) months, with the exception of the evaluation of proposals which will be dependent on the number of bids received.

Q.35: Will the CUA prototype be deployed into the existing CSC Cloud Tenant (Production or Development)?

A.35: No, the CUA prototype will not be deployed into the existing CSC Cloud Tenant. Each Contractor will host their CUA prototype and provide access to CSC for testing and evaluation purposes.

Q.36 Which procurement vehicle would be used to facilitate the purchase of the OMS solution, (SBIPS)?

A.36 The OMS solution will be procured through a contract.

Q.37 Can Canada clarify the term of the proposed contract – with extensions (20 or 23 years)?

A.37 The prototype solution will end three (3) years from contract award. Once Canada exercises the option for the Contractor to deliver the production ready solution, a five (5) year contract with fifteen (15) irrevocable option years will be awarded to the successful bidder.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.