

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

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St./11, rue Laurier

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**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 etage, 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. 004
Client Reference No. - N° de référence du client 21120-20-3266246	Date 2022-01-20
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-165-40231	
File No. - N° de dossier 005im.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 du 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 005im
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

Solicitation No. – N° de l'invitation
21120-206246/C
Client Ref. No. – N° de réf. De client

Amd. No – N° de la modif.
004
File No. – N° du dossier

Buyer ID – Id de l'acheteur
005IM
CCC No./ N° CCC – FMS No/ N° VME

This amendment 004 is raised to modify the solicitation and provide answers to questions received from bidders:

MODIFICATIONS:

- 1) At Part 7, article 7.7(a) Contracting Authority:

DELETE: Name: Christina Martins
Telephone: 343-543-8779
E-mail address: christina.martins@tpsgc-pwgsc.gc.ca

INSERT: Name: Margo A. Conn-Harbinson
Telephone: 613-858-8108
E-mail: margo.conn-harbinson@tpsgc-pwgsc.gc.ca

- 2) The Response provided in Solicitation Amendment No. 03 to Question 25 in the French version of the RFP has been modified to correct the translation. There is no change to the Answer 25 in the English version of the RFP.

QUESTIONS / ANSWERS :

Q.38: When completing Form 2, there is a column for "Reference to additional Substantiating Materials Included in Bid." Are we able to put our responses to those questions, such as company background, etc., in a separate attachment and reference it there as "Exhibit 1", for example? I see in other requirements it states "In two (2) pages or less". Are we able to do that for requirements where that is not explicitly stated?

A.38: Yes, responses to questions can be provided in a separate attachment and the specific reference provided in Form 2. As specified in Section 3.2 (c) (ii), "bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers".

Q.39: Per the requirements, we anticipate having to provide between 2000 and 3000 screenshots as evidence, can the evidence be provided in the form of video for application demo?

A.39: Yes, the evidence can be provided in the form of a video demonstration of the application. Similar to the response to Q38 above, bidders are requested to indicate where in the video the evidence is provided (approximate time from the start). Where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location.

Q.40: Section: 08 Security and Intel. Management

Requirement#: SIM-17

Requirement Description: The proposed solution must enable CSC to build, generate and distribute Statement Observation Reports.

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 004	Buyer ID – Id de l'acheteur 005IM
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Question: Could CSC please explain what a Statement Observation Report is? Is there some samples we can see?

A40: The Statement Observation Report is the official document used in CSC to record incidents and observations of security related information. The report is completed by staff regarding notable interactions with offenders, or incidents that they observe. They include narrative text describing the who, what, where, why and when of the incident. Currently the reports are created outside of the OMS system.

A Statement Observation Report may capture, but is not limited to, information related to:

- Apparent unease between different institutional gangs
- Contraband or unauthorized items found as a result of a search
- Broken windows, burned out perimeter lights, faulty or missing security equipment
- Unusual behaviour that is security related (e.g., offender appears under the influence, offender is unusually depressed)
- Suspicious congregation of offenders
- Escape equipment found in a search
- Any information that may be considered important from a security intelligence perspective

The Statement Observation Report is classified as either Protected B or Protected C based on the nature of the information in the rep

Q.41: Section: 03 Case Documentation

Requirement#: CD-23

Requirement Description: The solution must align to and support enforcement of CSC information management and retention policies, allowing any rules to be set and applied consistent with an offender's sentence dates, and a document types.

Question: What are the CSC information management and retention policies type of rules that can be applied for a document type?

A.41: CSC information management and retention policies include, but are not limited to, rules based on item status, security, or metadata elements captured for the item such as classification code, retention period, and disposition authority. Rules may apply to a single item or a group of related items to maintain structural integrity of the information. Examples of rules could include:

- Item status set to 'Hold': record cannot be altered
- Isolate/mask: records only visible to certain admin/roles

Q.42: Section: 08 Security and Intel. Mgmt.

Requirement#: SIM-100 to SIM-103

Requirement Description: Protect-Control Crime Scene

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 004	Buyer ID – Id de l'acheteur 005IM
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Question: Can CSC please clarify the intent of this section? Is it a real-time incident management system?

A.42: Currently all information gathered during an incident is done so on a number of paper forms. CSC is looking to digitize the forms and processes to allow for input in real time. These documents would then be linked to reports generated through other requirements in this capability.

Q.43: Section: 06 Placements and Transfers

Requirement#: PNT-197, PNT-198

Requirement Description: The solution must enable CSC staff to request services from external agencies.

Question: Can CSC clarify which and how many interfaces are involved in this requirement?

A.43: The purpose of PNT-197 and PNT-198 is to ensure an ability to review Canadian Police Information Centre (CPIC) data as well as provide email notification to police partners at the time of a transfer. Please see requirements IPM-27 and IPM-28. All integration will be done through the data integration layer via APIs.

Q.44: We understand the various stages which CSC intends to follow in the evaluation and ultimate selection of a vendor for the OMS modernization project. What is not clear is the expected length of time for all stages to be completed. Is it possible for CSC to provide an estimated (subject to change) date for decision for project award, and an estimated/desired start date for the project? This information will enable all vendors to effectively create realistic project plans and milestones for the initial implementation effort.

A.44: See response to Q34 in Amendment 003.

Q.45: Is CSC currently licensed for Document Management data loss protection tools?

A.45: CSC has a number of security standards and processes in place to prevent data loss (see Annex B, Appendix 3 – Security and Privacy Reference as well as the Security and Privacy requirements provided in Annex A – Statement of Work). CSC is not currently licensed for a specific data loss protection tool.

Q.46: Please clarify the difference between R63 and R65, it appears both scales are used for same solution requirement section 1.19 using two different keys. A similar pattern was observed for other requirement from R9 to R65.

A.46: The response to R63 is expected to provide an overview of the proposed solution and the capabilities available to address CSC's requirements. R65 involves a requirement by requirement response using the using the definitions provided in Rated Requirement Scale 2. Responses to R65 and other rated requirements that use Rated Requirement Scale 2 should be provided in the Business and Technical Requirements spreadsheets available from the Contracting Authority.

Q.47: Please specify the rate point value for the Business Requirements sections in which the choices are the following: "Currently Available", "Planned Future Release", "Provided through Customization", "Provided through Third Party Integration", "Not Available". This information is currently not provided.

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 004	Buyer ID – Id de l'acheteur 005IM
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

A.47: The points associated with each of options is specified in OMS Modernization Rated Requirement Scale 2 provided in Section 2 – Point Rated Requirements of Annex B.

Q.48: For SaaS-based proposals, which government department will be performing the security assessment necessary to ensure that the proposed solution complies with the IT policies, directives, guidelines and services provided by the Government of Canada, TBS, SSC, and CCCS, and which are needed to safeguard data and systems at the level of PBMM (example: CSC, CCCS, etc.)?

A.48: For SaaS-based solutions, security assessments would be done by the Canadian Centre for Cyber Security (CCCS) as well as CSC. To start the process, the Contractor must reach out to CCCS to be certified, and once that is complete, CSC will conduct its own security assessment.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.