



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. 006
Client Reference No. - N° de référence du client 21120-20-3266246	Date 2022-02-07
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 Daylight Saving Time EDT on - le 2022-03-15 Heure Avancée de l'Est HAE	
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: Conn-Harbinson, Margo	Buyer Id - Id de l'acheteur 005im
Telephone No. - N° de téléphone (613) 858-8108 ()	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.
005
File No. – N° du dossier

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

This amendment 005 is raised to modify the solicitation and provide answers to questions received from bidders:

MODIFICATIONS:

The Solicitation Amendment is issued:

- A) Extend the Closing Date of the Bid Solicitation.
- B) To respond to questions regarding the Bid Solicitation.

A) EXTEND THE CLOSING DATE OF THE BID SOLICITATION:

- 1) THE PURPOSE OF THIS AMENDMENT IS TO EXTEND THE CLOSING DATE OF THE BID SOLICITATION **FROM 28 FEBRUARY 2022, 2:00 PM EST, TO 15 MARCH 2022, 2:00 PM EDT.** NO FURTHER EXTENSIONS WILL BE GRANTED AT THIS TIME.

B) QUESTIONS:

The following questions were received from bidders. To ensure consistency and quality of information provided to Bidders, significant enquiries received and the replies to such enquiries will be provided simultaneously to all Bidders to whom the bid solicitation has been sent.

QUESTIONS / ANSWERS :

Q.49: Part 5, Section 5.2(b) states "It is a condition precedent to any contract award that a Bidder complete the Canadian Center for Cyber Security (CCCS) IT Assessment program." Can you please provide the requirements for assessment under this program, and outline the process? Please provide links to public facing documentation where possible.

A.49: The Canadian Centre for Cyber Security has updated its processes, and the IT Assessment is no longer required. Part 5, Section 5.2(b) is deleted in its entirety.

Q.50: If positioning SaaS, does the vendor need to have a DOS and ensure that staff with access to the physically residing in Canada with Reliability clearances? Follow up; can this requirement be met at contract award?

A.50: Please refer to the security requirements described in Part 6.1 & 7.5. A contract cannot be awarded without the vendor meeting these security requirements.

Q.51: Is the Government of Canada open to any Cloud Service Provider that the bidder chooses, provided that it meets all technical (including system integration) and security requirements?

A.51: The Cloud Service Provider must meet all technical (including system integration) and security requirements, but that alone is not sufficient. In addition, the Cloud Service Provider must be approved by the Canadian Centre for Cyber Security (CCCS) to store and process Government of Canada information at the Protected B level.

For more information on the CCCS Cloud Service Provider assessment process, please contact Government of Canada Cloud Services:

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

https://gc-cloud-services.canada.ca/s/contactusemail?language=en_US

Q.52: Could CSC please provide a readable version of the Security Requirement Checklist?

A.52: A higher resolution image is included in this amendment. It is also available upon request from the Contracting Authority.

Q.53: a. Is it the intention of CSC that vendors obtain the Designated Organization Screening (DOS), with approved Document Safeguarding at the level of PROTECTED prior to submitting the RFP, prior to Prototype Contact Award or Full Contract Award?

b. Is it the intention of CSC that vendor personnel hold a valid RELIABILITY STATUS prior to submitting the RFP, prior to Prototype Contact Award or Full Contract Award?

A.53: See response to Q.50. Security requirements must be satisfied prior to any contract award, but not for bid submission.

Q.54: **Section:** 03 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.

Question: What structured content and in what format would the elders and spiritual advisors provide feedback in DESIRED FUTURE STATE (to be able to link) to offender's classification/security level/placement decisions? e.g. Structured questions/answers or specific list of attributes and fields the elders will document? Narrative notes provided from the elders?

A.54: The desired future state will have Elder Reviews be a combination of structured data and narrative notes.

Q.55: **Section:** Annex B, Section 2 – Point Rated Requirements

Requirement#: R-67

Requirement Description: Component-based Architecture and Integration

CSC would like to be able to get a 'quick win' and build continuing support for modernization by deploying one business capability early in the project.

Question: Is CSC referring to deploying in a Production environment (go-live)?

A.55: Yes, the scenario in the rated requirement relates to going live with a single business capability (Offender Personal Property).

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

Amd. No – N° de la modif.
005
File No. – N° du dossier

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

Q.56: **Section:** Technical Requirements
Requirement#: SP-24, SP-25, SP-26 and SP-7
Requirement Description:
SP-24 The solution limits privileged access session to one. Concurrent sessions will not be allowed for privileged access in the production environment.
SP-25 The solution provides the ability to initiate locking of an interactive session after a 15-minute period of user inactivity. Such locking includes hiding of the content of the screen at the time of locking (e.g. screen saver, a pre-configured message etc.).
SP-26 The solution must retain the session lock until the user re-establishes access using valid credentials.
SP-27 The solution should display an onscreen confirmation that a user or system initiated logoff was successful.
Question: Can CSC specify if the questions are regarding the software solution or the infrastructure supporting the solution.

A.56: The requirements relate to the software solution.

Q.57: **Section:** 09 Interventions & Services
Requirement#: INS-7
Requirement Description: The solution must enable CSC to identify and rank program urgency for offenders and to prioritize program assignment based on day parole eligibility dates, risk to public safety and other criteria.
Question: Are the rules regarding priority consistent across all programs? In other words, for any program, class the priority will be based on which offender has earliest parole eligibility date, for example followed by those offenders who meet other defined criteria.
Should staff still be able to manually bypass the priority order the system ranks the offenders in and enroll any offender into the program at any time as long as program capacity allows?

A.57: The rules regarding priority are not consistent across all types of programs, but are consistent within programs. Please refer to Commissioner's Directive 726 Correctional Programs – GL 726-3. Please also refer to Commissioner's Directive 720 Education Programs and Services for Offenders. Staff should be able to bypass the priority order, only after a number of business rules have been followed, and this bypass is not based on program capacity, but on individual identified program need of the offender.

Q.58: **Section:** 09 Interventions & Services
Requirement#: INS-12

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

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 offender population.

Question: What program performance test indicators and results need to be measured? Does a single/final grade (letter or percentage) per program/class suffice?

How is offender's release success measured/quantified?

A.58: The program performance test results are measured via the offender's level of change and skills acquisition post-program compared to pre-program as assessed by the program facilitator. Release success is measured by non-recidivism, i.e., not re-admitted on a new sentence within 5 years following the Warrant Expiry Date of the previous sentence.

Q.59: Can the prototype OMS solution be hosted in the cloud environment chosen by the bidder?

A.59: Yes. Hosting of the prototype solution will be the bidder's responsibility, and as a result, it can be hosted in the cloud environment of the bidder's choosing. For the prototype solution only, the cloud hosting options are not limited to Government of Canada Protected B approved cloud service providers.

Q.60: Does the Prototype OMS solution need to comply with all stated security standards that have been set forth by Canada and the Correctional Services of Canada as specified in the RFP?

A.60: The Bidder must comply with all contractual security requirements required for contract award identified in Part 6.1 & 7.5 prior to the start of Step 1 – Prototype. The Contractor will be responsible for hosting the Prototype Solution, so CSC will not require compliance with all security standards set forth in the RFP, but all compliance gaps need to be identified in deliverable PR04 Preliminary Solution Fit / Gap Assessment.

Q.61: Requesting further clarification to Canada's response to Q.37 from Amendment 3 recently published– is this an 8 year development project - 3 years of prototype with a 5 year custom development before go-live?

A.61: The contract period for the Prototype Solution is 3 years, but Canada expects to exercise its irrevocable option to implement the full Solution well before the end of the 3 years. The duration of the Solution Design and Solution Implementation steps will be based in part on the workplans provided by the Contractor.

Q.62: **Section:** Annex B, Section 2 – Point Rated Requirements

Requirement#: R8

Requirement Description: The Bidder should provide three (3) resumes for each of the following roles as described in Section 10 of Annex A - Statement of Work:

- a) Data Architect;
- b) Security Architect;
- c) Systems Analyst;

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

Amd. No – N° de la modif.
005
File No. – N° du dossier

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

- d) Programmer / Software Developer; and
- e) Data Conversion / Migration Specialist

Question:

The total points assigned are 50 with the following point allocation:

Up to 10 points per role as follows:

- 10 points if the 3 proposed resources all have a minimum of 60 months of experience in their respective roles working with the proposed Solution;
- 2 points per resource with over 48 months of experience working with the proposed Solution;
- 1 point per resource with a minimum of 24 months of experience in the respective role; and
- 0 points per resource with less than 24 months of experience in the respective role.

What would the point assignment be if 2 of the 3 have over 60 months of experience in their respective roles working with the proposed Solution and 1 of the resources has over 48 months of experience working with the proposed Solution?

A.62: Since not all 3 resources have a minimum of 60 months of experience in the role, the response would score 6 (2 points per resource with over 48 months experience) out of the possible 10 points.

Q.63: Could you please provide a higher resolution image of Figure 1: Current Offender-based Data Architecture from page 5 of the SOW?

A.63: A higher resolution image is included in this amendment. It is also available upon request from the Contracting Authority.

Q.64: I saw that the Security Requirement Checklist—Phase 1—Prototype from Annex E was published in amendment 1. However, it's quite difficult to read—are you able to publish a higher resolution of this document?

A.64: See response to Q.52.

Q.65: In Annex A, Appendix 3 Technical Landscape, section 3.0 CSC Cloud Overview, subsection 3.1 CSC Cloud Architecture (page 149-150), it indicates that the Microsoft Azure platform is the preferred architecture. Can you provide the basis of this preference and rationale for directing this architecture solution?

A.65: In alignment with Government of Canada direction, a cloud-based Solution is preferred. Section 3.1 describes CSC's current cloud architecture implemented to meet Protected B security standards.

Q.66: **Section:** Compatibility and Integration

Requirement#: CI-1

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

Requirement Description: The preferred deployment model of the solution is SaaS, followed by PaaS, IaaS, on premise, in decreasing order of preference.

Question: How and which requirements would this preference be evaluated in? Same question for CI-2 SaaS on GC Cloud?

A.66: See R78 for instructions to respond to the Compatibility and Integration requirements.

Q.67: **Section:** Compatibility and Integration

Requirement#: CI-3

Requirement Description: If the solution is to be hosted by CSC (cloud or on-premise), preference will be given to a solution that is compatible with the 1st party IaaS/PaaS services available from the Microsoft Azure cloud environment.

Question: What is the basis of this preference and how was this preference determined (i.e., was is the rationale)? How and where would this be evaluated compared to a SaaS solution?

A.67: As described in Appendix 3 of Annex A, CSC's current state cloud architecture includes a Protected B environment on Microsoft Azure. See R78 for instructions to respond to the Compatibility and Integration requirements.

Q.68: Given the duration of the solution's use, 23 years or more, has the government already undertaken a competitive procurement to select Azure as CSC's cloud tenancy provider for the duration that this solution will be in place. If yes, please provide the details such as contract serial number, the date of issuance and dollar value and the time period (dates) for the provisioning of Azure cloud services and any option periods (with details on options) specified in the contract.

A.68: The references to the Microsoft Azure cloud environment are provided as background information on the current CSC landscape. Both the solution requirements and evaluation criteria allow for the use of any Government of Canada approved Cloud Service Provider that meets all technical and integration requirements at the Protected B level.

Q.69: WTO Agreement on Government Procurement 2012, Article X precludes the GC from prescribing technical requirements that require or refer to a particular trademark or trade name.....supplier.... procurement. While the RFP permits solutions developed in other cloud environments for SaaS, C1-3 states a preference for a IaaS, PaaS solution from the Microsoft Cloud environment. Given there are other approved protected B cloud suppliers who can provide IaaS and PaaS, the GC is requested to comply with Article 10.4 by removing all reference to the Azure cloud as well as ensuring there are no other SOW, and RFP mandatory and rated requirements that favour or limit competition to the Azure Cloud. In particular, in Annex B, rated criteria R66 (Overall Solution Architecture on page 395), R72 (Cloud Implementation on page 401) and R74 (Technical Capability – Compatibility & Integration on page 402), there is a definite risk that a non-Microsoft Azure solution be rated lower than one using Azure, thus leading bidders toward using the Azure platform in their proposal.

A.69: The RFP does not include requirements for the solution to use a specific cloud provider. The references to the Azure cloud environment are in reference to CSC's current state cloud architecture.

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

- Q.70: Could CSC confirm that their intention is to acquire an "off-the- shelf" Offender Management System software and not an "off-the- shelf" software package, which has no specific Offender Management Functionality, yet will allow CSC to build an Offender Management System? While the difference may seem subtle, the answer to this question will result in responses from 'Best of Breed' software solutions that have been used in Public Safety settings versus organizations who have created software platforms that have never been tested or used in similar settings to the operations of CSC but will provide a basic framework.
- A.70: CSC is open to either an "off-the- shelf" Offender Management System software or an "off-the- shelf" software package providing all mandatory requirements are satisfied.
- Q.71: In the introduction of the RFP (section 1), the following statement is made: ". CSC may, at its sole discretion, engage a system integrator or other third-party resources to assist with any aspect of the overall OMS Modernization project." Can CSC clarify what specific portions of the OMS Modernization this is limited to? Would this allow CSC to engage one of these parties to implement a part of the project that a bidding vendor had already included in their proposal?
- A.71: As stated in the RFP, CSC may engage a system integrator or other third party to assist with any aspect of the project, which could include a portion of the project that a bidder included in their proposal.
- Q.72: In "Step 3 – Solution Implementation", the following statement is made: "CSC, at its sole discretion, will determine which, if any, of the capabilities will be included in the Step 3 – Solution Implementation scope and corresponding Task Authorization.". Does this allow CSC to only take, for example, certain Business Capabilities from the winning vendor, and choose not to implement others?
- A.72: Yes.
- Q.73: **Section:** Compatibility and Integration
Requirement#: CI-14
Requirement Description: 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
Question: Is this limited to specific business capabilities, or is this desired for the entire OMS solution?
- A.73: This is desired for a number of business capabilities and transaction types where the business rules do not require real-time access or updates to data. Examples include, but are not limited to, Offender Assessment Management, Interventions and Service Management, Community Supervision and creation of a Statement of Observation Report, but much of the functionality related to Offender Release and Absence Management requires real-time updates to data and therefore would be excluded.
- Q.74: **Section:** Compatibility and Integration
Requirement#: CI-17

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

Requirement Description: The solution must support the ability to create public facing portals (e.g. for offenders, visitors, victims, etc.).

Question: Does CSC expect the solution to be able to create public facing portals without vendor involvement?

A.74: This requirement relates to the capabilities provided in the solution, not the roles, skills or other considerations involved in implementing the specific functionality.

Q.75: **Section:** Compatibility and Integration

Requirement#: CI-53 f.

Requirement Description: The solution must be configurable to allow users to make no code/low code changes to the system including, but not limited to:

f. Managing templates

Question: Can CSC expand on the definition of 'Templates'?

A.75: Templates can be defined as any reusable forms or guides used to develop screens, reports, notifications, etc.

Q.76: **Section:** Compatibility and Integration

Requirement#: CI-56

Requirement Description: The solution should support the ability to add custom JavaScript that is triggered by events (e.g. on load, on save).

Question: What functionality does CSC expect the JavaScript functionality to control? Has this been added due to seeing this in another platform?

A.76: The specific details would be worked through as part of Step 2 – Solution Design, but the custom JavaScript would be used to manage the resulting actions where needed to complete a business process (e.g. triggering another system, invoking a UI, etc.) or validating compliance with business rules.

Q.77: **Section:** Maintainability, Serviceability, Manageability

Requirement#: MA-4

Requirement Description: The solution must have the ability to rapidly integrate and deploy new capabilities, improvements and fixes with little to no effect on other components of the system.

Question: Can CSC expand on the terms 'rapid' and 'new capabilities'? What is the definition of a rapid integration or deployment? And what would be the scope of a new capability that can be deployed rapidly?

Solicitation No. – N° de l’invitation 21120-206246/C	Amd. No – N° de la modif. 005	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.77: CSC is seeking a modern, flexible solution that emphasizes configuration over customization, provides a low code/no code capability for implementing certain types of changes, and allows CSC to become more nimble in responding to business and legislative changes.

Q.78: **Section:** Localization and Usability

Requirement#: LR-21

Requirement Description: The solution must allow users to navigate between screens (forward and backward) without losing any data they have previously entered.

Question: Is the expectation that the minimum required data is entered and saved?

A.78: The specific details would be worked through as part of Step 2 – Solution Design, but the requirement would be for users to be able to navigate back to a previous screen (e.g., to check a particular field value) without having to finalize and save entered data, but also without having to re-enter that data when returning to the original screen. This could be done through caching, saving data entered as draft, or other technical mechanisms.

Q.79: What, if any, residency restrictions do bidder need to comply with?

A.79: Bidders must comply with security and data residency requirements included in the RFP. Security requirements required for contract award are specified in Part 6.1 & 7.5. Solution data residency and security requirements are provided in Appendix 4 of Annex A – Statement of Work and Appendix 3 of Annex B – Statement of Requirements.

Q.80: Please explain why the term for the Prototype is now 3 years; also, how does the 3 year term for the Prototype impact the overall timeline?

A.80: See response to Q.61.

Q.81: **Section:** Annex A, Section 7.3

Requirement#: DS13 Data Migration Strategy and Plan

Requirement Description: N/A

Question: In order to accurately estimate the level of effort required for data migration, please provide the following information for each source system for which data is expected to be migrated.

Source System
Source System Description
Source Database
Function Area
Table Name
Record Count

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

Alternatively, the distinct number of tables per functional area and record counts per table.

A.81: As described in Annex A, Appendix 3, Section 4 – Responsibilities, the Contractor will collaborate with CSC on the data mapping, as well as be responsible for the design, development and testing of the data migration scripts, jobs or processes needed to load data into the Solution database. Analysis and extraction of any source data required will be done by CSC.

Q.82: **Section:** Annex A, Section 8.3

Requirement#: N/A

Requirement Description: N/A

Question: In order to accurately estimate the level of effort for integrations, please provide the number and type of systems expected to be integrated, and, if the interface is one way or bi-directional.

A.82: The integration architecture does not use point-to-point interfaces. All integration will be done through the data integration layer. CSC will manage data exchange with other applications and 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. The APIs must be bi-directional.

Q.83: Recognizing the value of the agile procurement process and the preference to purchase a COTS solution, would Canada consider using the \$100K to produce a thorough business analysis to produce a thorough implementation plan and accurate estimate based on fits/gaps/discoveries? Considering \$100K is a very small budget to execute a full prototype system with the number of deliverables expected over three (3) years. As a COTS/MOTS vendor, we would like to get Canada closer to a solution rather than wait three (3) years.

A.83: See responses to Q.3 and Q.61.

Q.84: How does Canada envision the bid validity to be applied in the context of a 3-year prototype?

A.84: See response to Q.61.

Q.85: Does Canada wish to evaluate previous projects that were similar to the 3-year prototype or a full COTS implementation?

A.85: The previous projects should be for a full implementation.

Q.86: Does Canada envision the issuance of Task Authorizations to be in sync with the agreed project schedule produced for the implementation project?

A.86: Canada envisions the issuance of Task Authorization in accordance with the scope, deliverables and schedule agreed upon at the time of issuance.

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

Q.87: Concerning late deliverables; will Canada consider this to be in context with the most recent, agreed project schedule? It is common for schedules to shift and adjust post contract signing.

A.87: Yes.

Q.88: A 23-year fixed price project is unattainable given technology changes and contrary to industry standards. Would Canada consider re-evaluating this concept?

A.88: Procuring a solution like the Offender Management System requires substantial departmental investment in both the procurement itself and the subsequent product implementation. Options for a 15+ year contract are not unusual for a solution of this type.

Q.89: Did any external consulting firm or incumbent solution partner assist in the writing or preparation of this RFP? If so, are they also allowed to submit a bid?

A.89: Refer to Section 1.7 in the RFP.

Q.90: Can you please share who was contracted to develop the Victims Management solution mentioned in the RFP or if it was built using in-house resources?

A.90: The Victims Management solution was developed using in-house resources.

Q.91: Since the beginning of January, the omicron variant has severely impacted many Bidders ability to respond as up to a third of employees have needed to take time away from work due to illness or having to care for family members who are ill. As a result, we respectfully request an extension of 4 weeks. An extension to the closing date would grant potential bidders time to submit a clear and concise proposal.

A.91: The deadline for responses is extended until March 15, 2022.

Q.92: Could Canada identify whether or not there is an incumbent in place and if so, does that hold any bearing on the 3 year - \$100,000 POC? As the industry is aware, \$100,000 does not cover the expense or scratch the surface of a proprietary investment.

A.92: See response to Q.3 and Q.61. There is not an incumbent in place. As described in the RFP, the current OMS was custom-developed in-house.

Q.93: Would the Correctional Services of Canada consider a contract term that would be shorter in duration than stated in the RFP – initial term of 5 years with a shorter timeframe for the optional years?

A.93: Procuring a solution like the Offender Management System requires substantial departmental investment in both the procurement itself and the subsequent product implementation. It is not feasible to re-compete and re-evaluate a solution of this scope and scale after 5 years.

Q.94: **Section:** Compatibility & Integration

Solicitation No. – N° de l'invitation 21120-206246/C	Amd. No – N° de la modif. 005	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

Requirement#: CI-1

Requirement Description: The preferred deployment model of the solution is SaaS, followed by PaaS, IaaS, on premise, in decreasing order of preference.

Question: If the proposed solution is Azure cloud compatible (1st party IaaS/PaaS service) and ready to be deployed to CSC's tenancy in GC cloud, will CSC still consider the proposed solution as SaaS model?

If the proposed solution is to be hosted by the vendor, please confirm if bidder can leverage CSC's licenses for (Microsoft Windows Server and Microsoft SQL server) so the costs of those licenses can be removed from hosting cost for CSC?

A.94: The costs for Microsoft Windows Server and Microsoft SQLServer can be excluded from the bidder's costing.

Q.95: **Section:** Annex B, Section 2 – Point Rated Requirements

Requirement#: R-67

Requirement Description: Component-based Architecture and Integration

CSC would like to be able to get a 'quick win' and build continuing support for modernization by deploying one business capability early in the project.

Question: We seek clarification on CSC's expectations surround this requirement. Please address the following:

- Does CSC intend for the "Quick Win" property module to be rolled out across all facilities nationally, within a region, or within a single facility?
- Does CSC intend for the property module to run in parallel with the legacy property application, or is the quick win intended to replace the legacy application when it goes live?
- Although CSC has called attention to property management as a concept for demonstrating a quick win, is the Agency interested to understand alternative modular capabilities that could be delivered on a shorter (thus, quicker) timescale?

A.95: For the purposes of the response to R67, the 'quick win' would be rolled out nationally to replace the personal property capabilities available in the legacy application. It is expected that in this scenario, some integration with the legacy application would be required for data exchange. The response to R67 should address the personal property capability specifically, but the Bidder may also identify which other modular capabilities could be delivered on shorter timeline.

Q.96: Our organization is impacted by the slight delay in receiving responses from Canada on publicly posed questions, as a result this has impacted our due diligence/ governance practices. Would Canada please grant an additional extension to the RFP?

Solicitation No. – N° de l’invitation 21120-206246/C	Amd. No – N° de la modif. 005	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.96: See response to Q.91.

Q.97: The RFP describes in Appendix 3 – Technical Landscape an existing technology platform based on a Microsoft Azure environment. Specifically, requirement CI-3 states that “If the solution is to be hosted by CSC (cloud or on-premise), preference will be given to a solution that is compatible with the 1st party IaaS/PaaS services available from the Microsoft Azure cloud environment.” We are requesting Canada remove any preference for a specific cloud provider and ensure that the evaluation process is conducted in a structured, consistent, unbiased, fair and transparent manner.

A.97: See response to Q.68.

Q.98: Will bidders have an opportunity to incorporate their own software, privacy or other terms by reference into the agreement resulting from this RFP?

A.98: The Government of Canada will not allow for the inclusion of vendor terms and conditions into this resulting contract.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

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

Amd. No – N° de la modif.
005
File No. – N° du dossier

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

DSD-NHQ4504



Contract Number / Numéro du contrat
21120-22-3266246

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine Correctional Service Canada	2. Branch or Directorate / Direction générale ou Direction Offender Management System Modernization	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work - Brève description du travail To modernize its offender management system and transform current business processes to improve efficiency and effectiveness.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	N/A NATO / OTAN <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité

TBS/SCT 350-103 (2004/12)

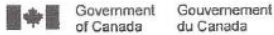
Canada

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

Amd. No – N° de la modif.
005
File No. – N° du dossier

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

DSD-NHQ4504



Contract Number / Numéro du contrat 21120-22-3266246
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis <input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT <input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS Special comments: Commentaires spéciaux : NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted: Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui DS <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui

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

Amd. No – N° de la modif.
005
File No. – N° du dossier

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



DSD-NHQ4504

Contract Number / Numéro du contrat
21120-22-3266246

Security Classification / Classification de sécurité

PART C (continued) / PARTIE C (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential	Secret	Top Secret	NATO Restricted	NATO Confidential	NATO Secret	COSMIC Top Secret	Protected Protégé			Confidential	Secret	Top Secret
	DS			Confidential		Très Secret	NATO Diffusion Restreinte	NATO Confidential		COSMIC Très Secret	A	B	C	Confidential		Très Secret
Information / Assets Renseignements / Biens	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support TI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link Lien électronique	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité