

**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. 007
Client Reference No. - N° de référence du client 21120-20-3266246	Date 2022-02-15
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	Amd. No – N° de la modif. 07	Buyer ID – Id de l'acheteur 165XL
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This amendment 007 is raised to modify the solicitation and provide answers to questions received from bidders:

MODIFICATIONS:

The Solicitation Amendment is issued:

- A) To address an issue with Solicitation Amendment No. 5 which prevented the addition of the questions and responses, solicitation Amendment No. 6 was issued.
- B) To respond to questions regarding the Bid Solicitation.

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.99: CSC calls to integrate with third-party document management system, but at the same time various requirements call for having certain functionalities to be enabled as part of the OMS. If the OMS has embedded document management system that meet the requirements, is the integration with the third-party document management system still needed?

A.99: If the OMS has an embedded document management system that meets all of the requirements, integration with the third-party document management system would not be required by the bidder. However, the bidder would be required to provide integration capabilities to enable CSC to load documents in an automated manner from existing document repositories (e.g., for documents received from provincial or territorial courts). Integration capabilities are also required to allow CSC to extract documents from the solution in an automated manner.

Q.100: Functional and technical requirement utilize the MUST / SHOULD / COULD language. Can you please explain the meaning of those in terms of compliancy and scoring of the RFP. As an example, what happens if MUST requirement is not available?

A.100: The must / should / could language is used in the requirements to categorize the functional and technical items required for acceptance of the final production solution. CSC recognizes that some of the requirements classified as "must" may not be available in the solution at the time of bid submission, but must be provided prior to implementation. The individual requirements will be evaluated as part of the rated criteria using OMS Modernization Rated Requirement Scale 2, which accommodates this situation.

Q.101: **Section:** 01 Enabling Requirements

Requirement#: GR-124

Requirement Description: The solution must ensure that any official report/ document that is needed to support official CSC business, responses to ATIP, and/or to

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meet Legal requirements is exported in a file format or medium in compliance with CSC Forms Management Standards.

Question: Can CSC please elaborate on this requirement? Is the expectation that any operational report is exported in certain format?

A.101: CSC will accept a variety of commonly used file formats for operational reports or file exports to support responses to ATIP or meet legal requirements. The specific formats for each report and exported file, along with font, logo, and colour standards will be finalized during Step 2 – Solution Design.

Q.102: **Section:** Point Rated Requirement

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

Question: In the Section 10 of Annex A - Statement of Work there are additional roles and descriptions (e.g. Application Architect, Application Functional Analyst, Database Administrator, Tester, Training Specialist, Analytics Lead, Analytics Data Scientist, Analytics Data Modeller, Analytics Data Analyst, Analytics Data Engineer). Does CSC require Resumes for these roles as well or just those that are mentioned in R8?

A.102: Only Resumes for the roles listed in R8 are required as part of the bid submission.

Q.103: Client references for proposed resources: R5, R6, R7 all require detailed project experience for the proposed resources. For each project the Bidder should provide: a) Name of the client organization; b) Start date, end date, and duration (in months) the proposed resource worked on the project; c) A description of the proposed resource's role and responsibilities; d) The project value (CAD\$); and e) Senior client reference details, including name, title, telephone number and email address. In order to gain full points, the proposed resources must demonstrate a minimum of 5 years of experience. We have had difficulty in past responses providing client references due to the senior client representatives for reasons such as retirement and changing jobs and roles. Would the Crown please amend this requirement to allow for the two (2) most recent projects per resource.

A.103: The depth of experience for the three key project roles identified in R5, R6 and R7 is a key factor for successfully modernizing CSC's offender management capabilities. A minimum of 5 years of experience is required to obtain the maximum number of points for this requirement. In the case where the senior client details have changed due to a change in jobs or retirement, this should be indicated in the reference information and a secondary reference may be provided.

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Q.104: It has come to our attention that a Vendor has expressed concerns directly to CSC regarding a number of terms and conditions related to the provision of cloud hosting services for the OMS project. Given the central importance of a cloud-based approach to OMS modernization, and that fact that the Vendor cannot provide pricing to OMS vendors until resolution of such concerns, is CSC in a position expedite resolution of this matter?

A.104 CSC has not engaged directly with this Vendor on any matters pertaining to this procurement. As described in the scope and requirements provided in Annex A – Statement of Work, either an Infrastructure as a Service (IaaS) or a Software as a Service (SaaS) model is envisioned for the Solution. For solution deployments to CSC’s Protected B cloud environment under an IaaS or Platform as a Service (PaaS) model, cloud hosting costs are not required as part of the bid pricing submission. However, any assumptions regarding the IaaS or PaaS components to be provided by CSC must be clearly stated in the bid submission.

If the solution is to be provided under a Software as a Service (SaaS) model, the costing provided for the Service should be inclusive of any hosting costs since this will be negotiated and provided by the Bidder.

Q.105: In the event that resolution of the Vendor's concerns is not possible prior to the submission date for proposals, will CSC accept pricing proposals that do not include cloud hosting costs, with an expectation that vendors would amend price proposals upon resolution of the Vendor's questions?

A.105 See response to Q.104.

Q.106: The following statement has been received by the Contracting Authority. We interpret this as a suggestion for bid improvement as per clause PART 2, article 2.7 of the RFP:

Statement:

- a) Divide the procurement of cloud infrastructure and platforms services from the procurement of services needed to configure and deploy a solution;
- b) Shorten the duration of agreements to a reasonable timeframe (e.g., five years);
- c) Include processes for the retirement and continuous updating and evolution of products;
- d) Limit prescriptive requirements by identifying desired outcomes, rather than how a solution must achieve the end result;
- e) Include processes for incorporating a vendor's terms and conditions into the resulting contract;
- f) Allow consumption-based pricing.

A.106 The suggestions for bid improvement have been carefully considered. The responses to the suggestions raised are as follows:

- a) See response to Q.68 provided in Amendment 006.
- b) See response to Q.93 provided in Amendment 006.
- c) The Proposed Delivery Approach and the Product Innovation and Evolution sections of Annex B – Statement of Requirements provide Bidders with an opportunity to describe the proposed approach to continuous updating and evolution of products.
- d) As with any criminal justice organization, CSC has a number of legislative and public policy requirements which the Solution must satisfy. The requirements provided in Appendix 4 of Annex A – Statement of Work provide Bidders with “what” needs to be satisfied, but is not prescriptive as to “how” these requirements are met. CSC is open to Bidder proposals that include new and innovative ways of addressing these requirements to achieve improved efficiency and effectiveness for staff and better correctional outcomes for offenders and all Canadians.

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- e) See response to Q.98 provided in Amendment 006.
- f) The Basis of Payment tables allow for software licensing to be provided either as a perpetual license or on a subscription basis. Since cloud infrastructure is not being procured as part of this solicitation, consumption-based pricing is not included.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.