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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

Resource and Data Management Division / Division de
la gestion des ressources et des données
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
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Gatineau
Québec
K1A 0S5

Title - Sujet RFI for CRMS Courts and Registry Management System	
Solicitation No. - N° de l'invitation 5X001-181157/C	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 5X001-181157	Date 2022-06-16
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-172-40909	
File No. - N° de dossier 172xl.5X001-181157	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 2022-09-29 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: Karangwa, Clarisse	Buyer Id - Id de l'acheteur 172xl
Telephone No. - N° de téléphone (873) 355-5368 ()	FAX No. - N° de FAX () -
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Instructions: See Herein

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Signature	Date

Amendment No. 003 is raised to provide answers to the questions received to date.

Q1: We understand from the RFI document that the target court types are Federal Court of Appeal (FCA), the Federal Court (FC), the Court Martial Appeal Court of Canada (CMAC), the Tax Court of Canada (TCC) (the Courts), the Courts Administration Service (CAS). Please confirm.

A1: As per 1.2 (Purpose) of the RFI, Canada is seeking information on behalf of CAS from potential suppliers about the possible solutions for Courts and Registry Management Systems for CAS to support four courts of law: the Federal Court of Appeal, the Federal Court, the Court Martial Appeal Court of Canada and the Tax Court of Canada.

Q2: The courts mentioned above, are they independent courts or are there any associated subordinated courts? If yes, please list them

A2: As per 1.1.1 (Organization Overview) of the RFI, the Federal Court of Appeal, the Federal Court, the Court Martial Appeal Court of Canada and the Tax Court of Canada are independent courts. See as well, Amendment 008 from April 13, 2021 to the Draft Statement of Work, [Courts Registry Management System \(CRMS\) \(5X001-181157/B\) - Buyandsell.gc.ca](#) Appendix E, 3 Particular Characteristics of the Courts.

Q3: Will there be any filing or storage of audios or videos in the system? If yes, what will be approximate size of each audio/video file?

A3: Yes, the storage of audios and video files will be required in the proposed solution. The average size of video files are between 500 MB and 2 GBs.

Refer to 6 (Current CRMS High Level Service Architecture)/ CAS Data Environment of the RFI for more information about the current volume of data, tables, attributes, etc.

Q4: What are the channels for accessing the system?

A4: As per 5.3 (Court and Registry Management Solution)/ Sub-question 11. Online services for court users, CAS and the Courts want to provide an electronic gateway for users to access CRMS services.

However, the court users can submit their applications through multiple available channels:

1. Paper
2. E-mail
3. Fax/e-Fax
4. Portal/eFiling

Q5: How many forms are being used currently for capturing information through different channels. Please send some of the forms for us to assess.

A5: As per 6 (Current CRMS High Level Service Architecture)/ 10.Template Management System (TMS) of the RFI, there are over 200 templates available for users per Court per language for a variety of different purposes. With all 4 Court and all languages, we have well over 1600 templates.

Q6: It is mentioned in the roles of registry diagram that the system should enable registry to communicate with the public. The public communications mentioned, is it public announcements through notice boards or notifications/interactions through different channels, like email, sms, etc. Please clarify?

A6: As per As per 3.1 (Nature of Request for Information) of the RFI and Amendment 8 from April 13, 2021: to the Draft Statement of Work,; [Courts Registry Management System \(CRMS\) \(5X001-181157/B\) - Buyandsell.gc.ca](#) Appendix A, 3.3.6 Notification (FR-173),

the proposed solution must have the capability to allow users to send the notifications via:

- Solution notification tool;
- Party Portal;
- Email;
- Text Message;
- Mailing List;
- eFax;
- Mail.

Q7: Approximately, how many public users will be accessing the portal and the eregistry for efilings?

A7: As per 1.1.1 (Organization Overview) of the RFI, the Courts Statistics at a Glance provides the overall view of the courts annual activities and workload.

Q8: What is the expected number of documents, average pages per document, document types, document sizes for each case?

A8: As per 1.1.1 (Organization Overview) of the RFI, the Courts Statistics at a Glance provides the overall view of the courts annual activities and workload.

Refer as well to 6 (Current CRMS High Level Service Architecture)/ CAS Data Environment of the RFI for more information about the current volume of data, tables, attributes, etc.

Refer to 3.1 (Nature of Request for Information) of the RFI and Amendment 8 from April 13, 2021 to the Draft Statement of Work, : [Courts Registry Management System \(CRMS\) \(5X001-181157/B\) - Buyandsell.gc.ca/](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32604) Appendix E Background Expended for information documents.

Q9: What is the approximate number of lawyers who will be accessing the system by court/court type?

A9: As per 1.1.1 (Organization Overview) of the RFI, the Courts Statistics at a Glance provides the overall view of the courts annual activities and workload. There is no information available about the number of lawyers.

Q10: Is there any application to which the court management system needs to be integrated? If so, list the 3rd party applications that need to be integrated.

A10: As per 3.10 (Guiding Principles of the RFI, the proposed solution must support application program interfaces (APIs) meeting the Treasury Board of Canada Secretariat's *Directive on Service and Digital* (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32604>) to ensure integration with CAS legacy and 3rd party products available in the market (ex. document management, digital recording, etc.);

As per 6 (Current CRMS High Level Service Architecture) of the RFI, the proposed solution will need to integrate with (for example, but not limited to):

1. Digital Audio Recording System (DARS)
2. MS Exchange and MS Outlook

Refer as well to 5.11 (Architecture) of the RFI/ sub-questions 33 and 35, the vendor will need to:

- Explain the gaps and how he would suggest addressing those gaps with other 3rd party products.
- Describe what other 3rd party products/software/technologies are currently used within his/her solution to meet CRMS requirements.

Q11: What are the databases of the 3rd party applications that needs to be integrated with the court management system?

A11: Refer to 6 (Current CRMS High Level Service Architecture)/ CAS Data Environment of the RFI for more information about the current database, volume of data, tables, attributes, etc.

Refer as well to 5.11 (Architecture) of the RFI/ sub-questions 33 and 35, the vendor will need to:

- Explain the gaps and how he would suggest addressing those gaps with other 3rd party products.
- Describe what other 3rd party products/software/technologies are currently used within his/her solution to meet CRMS requirements.

Q12: Since we are not exposed to CG cloud environment, please clarify which are the operating system/database/security systems available in the CG cloud environment. Is there any system/application/security restrictions in the CG cloud?

A12: As per 3.10 (Guiding Principles) of the RFI, the Solution must be installed in a GC Protected B environment on one of the available Cloud providers ([Award Notice - Government of Canada Cloud Services Procurement Vehicle \(32099\) - Buyandsell.gc.ca](#))

As per 5.7 of the RFI, The solution must operate as a Protected B, Medium Integrity and Medium Availability environment (PBMM). ITSG-33 defines the controls required for PBMM. Please explain how your proposed solution meets the application layer requirements of ITSG-33: <https://cyber.gc.ca/en/guidance/annex-3a-security-control-catalogue-itsg-33>

Q13: Is it necessary to host the court management system in CG cloud. If so, give details of the CG cloud.

A13: As per 3.10 (Guiding Principles) of the RFI, the Solution must be installed in a GC Protected B environment on one of the available Cloud providers ([Award Notice - Government of Canada Cloud Services Procurement Vehicle \(32099\) - Buyandsell.gc.ca](#))

As per 5.7 of the RFI, The solution must operate as a Protected B, Medium Integrity and Medium Availability environment (PBMM). ITSG-33 defines the controls required for PBMM. Please explain how your proposed solution meets the application layer requirements of ITSG-33: <https://cyber.gc.ca/en/guidance/annex-3a-security-control-catalogue-itsg-33>

Q14: Is there any specific cloud environment preferred by Court Administration Service or Public Works and Government Services Canada?

A14: As per 3.10 (Guiding Principles) of the RFI, the Solution must be installed in a GC Protected B environment on one of the available Cloud providers ([Award Notice - Government of Canada Cloud Services Procurement Vehicle \(32099\) - Buyandsell.gc.ca](#))

Q15: Under the question #10; speaks to the need for the solution to respond in the event of a loss or interruption of internet connection, loss of power, etc. while in use. When we are talking about loss of internet connection, does that mean completely offline for an extended period, or merely a brief lapse in connectivity or reduced bandwidth?

A15: As per 5.3 (Court and Registry Management Solution)/ Sub-question 10. The solution will need to respond in the event of a loss or interruption of internet connection, loss of power, etc. while in use, CAS means the **unforeseen events** of a loss or interaction of internet connection, loss of power, etc.

The offline capability is described in 5.3 (Court and Registry Management Solution)/ sub-question 11.11. What features or functionality of your proposed solution supports the Courts' business when an internet connection is unavailable?

Q16: Our initial assessment is that our solution is able to meet many, but not all, of the requirements outlined in the RFI. Should the Courts Administration Service be interested in pursuing an arrangement to develop a solution with us using our product as a baseline starting point, we would welcome the opportunity to evaluate proposing such an arrangement during the RFP stage.

A16: CAS encourages all the suppliers to respond to this RFI.
As per 3.1 (Nature of Request) of the RFI, Canada would like to continue engaging with entire industry for the development of Request for Proposals (RFP) documentation and to collect more information on industry cloud-based offerings (IaaS, PaaS, SaaS, etc.), potential solutions and challenges, including risks that would impact a solicitation, overall cost estimates and implementation schedule and how these offerings could meet the four Courts' individual CRMS requirements, progress, and improvements in a digital environment. Canada wants to solicit industry feedback and gather expertise and best practices that would increase the success of a solicitation.

As per 5.6 (Licensing and costing model) of the RFI, describe the costing models for each solution offering (IaaS, PaaS, SaaS, if applicable) and the type of the licences **including implementation costs to configure/customize the solution** to meet the Courts' requirements as per the Statement of Work referenced in Section 3.1 (including change management, training, etc.).

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED