

Software as a Service (SaaS) - Case Management System - Office of the Federal Ombudsperson for Victims of Crime (OFOVC) and Ombuds and Informal Resolution Services Office (OIRSO)

Questions and Answers (Continued):

<p><u>Question #26</u></p> <p>Annex A - Statement of Work, section 8 - Scheduling/Milestones</p> <p>Can Canada provide an estimated starting date for the project?</p> <p>We recommend a due diligence phase prior to the start of phase 1 to ensure common understanding of the detailed security controls this project will need to adhere to in order to ensure that low level designs and all artefacts produced thereafter are in alignment with those controls.</p>	<p><u>Answer #26</u></p> <p>Estimated starting date is September 2024, but will be dependant upon a number of variables, including (but not limited to) how long it takes to complete the evaluation and how it takes for the security requirements to be met.</p>
<p><u>Question #27</u></p> <p>Annex A - Statement of Work, section 8 - Scheduling/Milestones</p> <p>The solicitation mentions a preference for an implementation timeline of 16 weeks. We have implemented multiple complex projects for the government of Canada and a full SA&A takes 12 - 18 months to complete. A full SA&A consist of 3 gates, numerous documented artefacts covering technology and operations. This is an iterative process where the contractor submits documents, received disposition from Canada and makes adjustments until signoff is achieved.</p> <p>We recommend Canada revise the project schedule to for phase 1 to accommodate the appropriate time required to complete SA&A.</p>	<p><u>Answer #27</u></p> <p>This is an anticipated timeline; Canada will revise the project implementation if necessary.</p> <p>If there are valid reasons for revising our start date, we would accommodate any delays in the implementation date. Some potential reasons could include those listed in Answer 26 above and other situations outside of our control.</p> <p>JUS does have internal processes should the need arise to re-evaluate the implementation start date.</p>
<p><u>Question #28</u></p> <p>Attachment 1 to Part 4 - Technical Evaluation Criteria, section 2 - Live Demo</p> <p>To assist in preparation for the live demo and ensure it is relevant to the audience. Can Canada please provide what user personas should be in scope for the demo?</p>	<p><u>Answer #28</u></p> <p>Access rights would be assigned by role. For example:</p> <p>Manager – Full administrator role, create users, delete users, modify user accounts, ability to modify/delete database entries, generate reports.</p> <p>Senior Complaints Review Officer - Full administrator role, create users, delete users, modify user accounts, ability to modify/delete database entries, generate reports.</p>

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	<p>Complaints Review Officers – Ability to create / modify database entries, generate reports.</p> <p>Review Officer – View access only. Limited. (Other users, view only)</p> <p>Communications Officer – (Read and write access, but only to certain modules such as stakeholders and reporting)</p>
<p><u>Question #29</u></p> <p>Attachment 1 to Part 4 – Technical Evaluation Criteria, section 3 – Written Point Rated Technical Criteria</p> <p>The requirement for experience limited to ombudsperson offices is very specific and excludes the relevant experience in developing case management software that contractors may have from other sectors of the economy. In order to maximise competition and expand the breadth of solutions being proposed in this solicitation, would Canada please change the requirement to case management systems in general.</p>	<p><u>Answer #29</u></p> <p>JUS will not amend the section 3. Written Point Rated Technical Criteria, criterion 3.1 as a result of this question.</p> <p>The points obtained from criterion 3.1 (if any) will be added to the total points from the Section 2.2 Live Demo Point Rated Technical Criteria, to make up the total score of the point-rated technical criteria as a whole, which is used in the basis of selection calculation to determine the winning bidder.</p> <p>Note: There are no minimum points required to be obtained.</p> <p>Criterion 3.1 is being used to award points to Bidders that have previous ombudsperson office experience, as that would be advantageous to JUS for this requirement vs. general case management systems.</p>
<p><u>Question #30</u></p> <p>Part 7 - Resulting Contract Clauses, Clause 1.5</p> <p>The clause in the solicitation reads: "7. Sensitive information and assets with a security classification higher than Protected B must not be processed, produced, or stored in a cloud-based system." Could Canada please clarify this, in relation to the following statement also found in the solicitation "This system should be a web-based service offered by the Contractor, where the data will be stored on a cloud (server must be located in Canada)". Additionally, the SRCL for this solicitation indicates the scope to be Protected B and Secret as the scope of the solution and the security level it will be accredited to. Can Canada please clarify or remove this requirement as the contractor has no control as to what data users input into the system after it goes live.</p>	<p><u>Answer #30</u></p> <p>The information being entered into the case management system is classified as Protected B; therefore, the system needs to have appropriate security safeguards.</p> <p>The SRCL identifies that any information and document safeguarding requirements would only be required up to Protected B. The first row within Part B of the Supplemental Security Guide identifies the situation for when Contractor personnel would require a SECRET clearance.</p>

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<p><u>Question #31</u></p> <p>Attachment 1 to Part 4 - Technical Evaluation Criteria, Section 1 Written Mandatory Technical Criteria, Mandatory Req # 1.1</p> <p>Mandatory Requirement 1 states "The Bidder must demonstrate that they are the owner of the proposed Software as a Service (SaaS)". Could Canada please confirm whether an OEM certification form signed by the OEM representative naming the solutions integrator submitting the response to this solicitation be acceptable to satisfy this requirement?</p>	<p><u>Answer #31</u></p> <p>No, the Bidder must be the owner of the software.</p>
<p><u>Question #32</u></p> <p>Attachment 1 to Part 4 - Technical Evaluation Criteria, Section 1 Written Mandatory Technical Criteria, Mandatory Req # 1.6</p> <p>The requirement that "The Bidder must describe how they intend to conduct enhancements to the SaaS, which will be initiated via the Task Authorization (TA) process, throughout the duration of the resulting contract." By their very nature SaaS solutions are constantly evolving and as a result some enhancements may come through release management in the SaaS platform itself and is not specific to Canada. Can Canada please clarify if the intent of this requirement is in reference to a Release or Change Management process whereby the contractor implements a functional change or enhancement to the platform as requested by Canada in the form of a Task Authorisation?</p>	<p><u>Answer #32</u></p> <p>The intent of this requirement is in reference to a Release or Change Management process whereby the Contractor implements a functional change or enhancement to the platform as requested by Canada in the form of a Task Authorization.</p> <p>System upgrades/enhancements that are generated by the Contractor or the application/system is addressed in criterion 1.5.</p>
<p><u>Question #33</u></p> <p>Annex A - Statement of Work, Section 2.1 For the OFOVC</p> <p>It is our understanding that OFOVC is currently using a COTS 3rd party (NovaBrain), and it is implied that the system has been customized. We understand that approximately 55,000 records will be imported from NovaBrain to the new solution. Can Canada elaborate on the existing system, providing details of its</p>	<p><u>Answer #33</u></p> <p>Please refer to the screenshots for an overview of the current Novabrain system.</p> <p>The screenshots are already uploaded into CanadaBuys under the following document title: 1000033052_AMD_001_ENGLISH_SCREENSHOTS.pdf.</p> <p>They are only available in English, as previously identified.</p>

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<p>components and the level of customization made to the system to assist the Contractor in preparing the solution and services required?</p>	
<p><u>Question #34</u></p> <p>Annex A - Statement of Work, section 7.3 Record Creation and Management</p> <p>Recognizing the sensitive data being transferred between the old and new case management systems and that it is in the contractor's scope delivering the new system to ingest the data from the old system. The contractor's ability to validate will be limited to ensuring the data that has been provided has been correctly and completely imported into the new system. Will Canada be conducting additional data integrity checks just prior to cutover?</p>	<p><u>Answer #34</u></p> <p>Yes, existing data will be validated prior to and after the migration to the new system.</p>
<p><u>Question #35</u></p> <p>In Part 7, Under 1.5 security requirements 3. "The Contractor personnel requiring access to sensitive information, assets, or site(s) with a Privileged User Account must be citizens of Canada and must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CSP, PWGSC."</p> <p>Do the contractor personnel require Canadian citizenship? and if they are US with US security clearance can that work as reciprocity amongst US and Canada is allowed?</p>	<p><u>Answer #35</u></p> <p>The Contractor's personnel that will require a Privileged User Account must be a Canadian citizen, as the clause clearly identifies. Contractor's personnel that do not require a Privileged User account do not have to be Canadian citizens or there would be a clause within 1.5 that specified that requirement. All Contractor's personnel must obtain security clearance (whether Reliability or Secret) that is granted or approved by CSP, PWGSC before they can work under the resulting Contract regardless of any other clearances they may hold.</p>
<p><u>Question #36</u></p> <p>Under criterion 1.1, the Department of Justice Canada requires the supplier to own the proposed SaaS solution.</p> <p>However, since the introduction of SaaS solutions within the Government of Canada over the past few years, the Government of Canada has carried out numerous RFPs where, in similar situations, the supplier could be a reseller, in order to ensure that the supplier could provide not only the SaaS</p>	<p><u>Answer #36</u></p> <p>JUS will not amend the scope of criterion 1.1 as a result of this question.</p>

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<p>solution but also the professional services required to implement the said SaaS solution.</p> <p>Consequently, can the Department of Justice Canada broaden the scope of criterion 1.1 to ensure that resellers of a SaaS solution provider, for example, can submit a proposal as part of the call for tenders?</p>	
<p><u>Question #37</u></p> <p>Further to the response to RFP 100033052, question 1, and RFP Mandatory criterion 1.1, please advise whether JV bids whereby one of the JV members is the owner of the proposed Software as a Service (SaaS) and the other JV member is a separate legal entity providing some of the required professional services are permitted to respond to this RFP?</p>	<p><u>Answer #37</u></p> <p>Yes, joint venture (JV) are permitted to respond to this RFP. In order to meet criterion 1.1, one of the JV members must be the owner of the proposed Software as a Service (SaaS).</p> <p>Note that if submitting as a JV, the bid must clearly identify all of the physical business addresses where the personnel will access the data and systems.</p>
<p><u>Question #38</u></p> <p>RFP Article 7.3 (see below) indicates that subject to approval, the contractor may subcontract.</p> <p>7.3 Subcontracts (a) Conditions to Subcontracting. Subject to approval, the Contractor may subcontract the performance of the Work, provided (a) the terms of this Contract bind the subcontractor and (b) the Contractor remains liable to Canada for all the Work performed by the Subcontractor.</p> <p>For greater certainty to confirm at the bid stage versus the future contract implementation stage that subcontractors can be proposed, we suggest the following question:</p> <p>Please confirm that bidders meeting 1.1 can propose subcontractors for professional services at the proposal submission stage, as long as the requirements of article 7.3 are met.</p>	<p><u>Answer #38</u></p> <p>The Contractor themselves must meet all the mandatory criteria, including criterion 1.1 in order to be considered for award of the Contract.</p> <p>The Department of Justice Canada does not intend to dictate how the Contractor operates and their use of subcontractors to complete Work under the resulting Contract.</p> <p>Each resource working under the Contract must have a security clearance and therefore, Article 1.5 of Part 7 would also have to be met (in addition to Article 7.3) prior to Work being completed by a subcontractor/their resource(s): 9. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CSP/PWGSC.</p>
<p><u>Question #39</u></p> <p>Please provide additional information on the process and criteria that Justice would use to approve proposed subcontractors.</p>	<p><u>Answer #39</u></p> <p>The Department of Justice Canada does not intend to dictate how the Contractor operates and their use of subcontractors to complete Work under the resulting Contract.</p>

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	<p>The Contractor must identify their intent to subcontract to JUS, but the approval must be granted from the CSP/ PWGSC, given that each resource working under the Contract must have a security clearance and therefore, Point 9 of Article 1.5 in Part 7 would need to be met: 9. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CSP/PWGSC.</p> <p>Please contact CSP/PWGSC in order to understand the process and requirements for obtaining the written permission to subcontract.</p>
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