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– TPSGC**

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**Gatineau**

**Quebec**

**K1A0S5**

**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**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division/Division des  
services professionnels en informatique

11 Laurier Street

11, rue Laurier

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Gatineau

Quebec

K1A0S5

<b>Title - Sujet</b> Search & Rescue Mission Mgmt System	
<b>Solicitation No. - N° de l'invitation</b> W8474-17SM06/B	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> W8474-17SM06	<b>Date</b> 2017-11-24
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$IPS-004-31878	
<b>File No. - N° de dossier</b> 004ips.W8474-17SM06	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-12-18</b>	<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Patel, Ankoor	<b>Buyer Id - Id de l'acheteur</b> 004ips
<b>Telephone No. - N° de téléphone</b> (873) 469-4970 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## AMENDMENT NO. 006

This amendment is raised to answer Bidders' questions.

### QUESTIONS AND ANSWERS:

#### Question 18:

According to <http://www.tpsgc-pwgsc.gc.ca/esc-src/organisation-organization/enquete-screening-eng.html>, the following criteria apply to obtaining an FSC:

#### “Eligible organizations

The Contract Security Program provides security screening services to organizations working on sensitive government contracts. These organizations must be:

- physically located in Canada
- eligible to do business in Canada

#### Eligible organizations include:

- Canadian organizations, including corporations, partnerships, joint ventures or public institutions
- Consultants or sole proprietors must be Canadian citizen or permanent resident
- Canadian subsidiaries of a foreign company registered to do business in Canada”

Our understanding of this means that a foreign company would need to first establish a Canadian subsidiary with a physical presence in Canada in order to be eligible to obtain an FSC which is a pre-condition of eligibility to bid under this solicitation. Is our understanding correct?

**As a follow up, there are 3 types of Facility Clearances in accordance with “Industrial Security Manual, Chapter 3: Facility security clearances, Part II—Facility security clearance (classified)”. Are we correct in assuming that the required FSC is PA as defined below? :**

#### “357. Types of facility security clearances

1. There are 3 types of FSCs:

##### a. Personnel assigned (PA)

This is the most basic type of FSC. It normally applies to those organizations involved in contracts for services as opposed to goods. A PA FSC will involve security screening of the organization's KSOs and employees. There is no requirement to evaluate the physical security status of the organization's facilities. A PA FSC does not authorize the organization to possess or store classified information and assets within its facilities.”

#### Answer 18:

Please see amendment #5 of the RFP Bid Solicitation. Article 7.4 of the RFP has been updated with a new security requirement and Annex C of the RFP has been updated with a new Security Requirement Check List (SRCL) and Appendix. Furthermore, foreign companies are not required to establish a Canadian subsidiary with a physical presence in Canada as a pre-condition of eligibility to bid under this solicitation.

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 19:**

Answer 1 in RFP Bid Solicitation Amendment 1 indicates that foreign companies can present proposals.

If a Foreign company has existing NATO SECRET facility security clearance does this allow them to meet this mandatory security requirement and satisfy the requirements of the RFP in full?

**Answer 19:**

Please see amendment #5 of the RFP Bid Solicitation. Article 7.4 of the RFP has been updated with a new security requirement and Annex C of the RFP has been updated with a new Security Requirement Check List (SRCL) and Appendix.

**Question 20:**

As per SOW Section 3.0 Objectives: The resulting license will permit DND, at no extra cost, the right to provide any and all resources associated with and/or involved in responding to a SAR case access to the application. The user base could include, but is not limited to: SAR mission coordinators, Department of Oceans and Fisheries (DFO), health agencies, law enforcement agencies, SAR volunteer groups at the Federal, provincial and municipal level, Canadian Coast Guard Auxiliary, etc.

It is understood that in periods of surge requirements, the Crown will need to provide this capability to an extended community, and has indicated that unlimited licenses will be necessary for these events. This requirement is event-based and does not represent the day-to-day requirements of the SAR community. Please indicate the actual, functional license requirements to support the JRCC/MRSC personnel.

Answer 3 in amendment 1:

As detailed in Section 3 of the SOW, the functional user base is not limited to JRCC/MRSC personnel. The license must not in any way limit the use of the Application.

We have no problem providing unlimited license to The Crown for the application. Our concern is that we do not want our Background or Foreground IP Rights to be made available to non-Crown parties that can then in turn exploit our IP for their commercial use and benefit. Can you please confirm and identify how our IP rights will be protected from commercial exploitation based upon the excerpts (below) from SACC, Supplemental General Conditions, 4006 (2010-08-16) "Contractor to Own Intellectual Property Rights in Foreground Information"?

"4006 03 (2008-05-12)

Ownership of Intellectual Property Rights in Foreground Information

All Intellectual Property Rights in the Foreground Information belong to the Contractor as soon as they come into existence.

4006 04 (2008-05-12)

Licenses to Intellectual Property Rights in Foreground and Background Information

1. As Canada has contributed to the cost of developing the Foreground Information, the

Contractor grants to Canada a license to exercise all Intellectual Property Rights in the Foreground Information for Canada's activities. Subject to any exception described in the Contract, this license allows Canada to do anything that it would be able to do if it were the owner of the Foreground Information, **other than exploit it commercially and transfer or assign ownership of it.**

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

3. For greater certainty, Canada's licenses include, but are not limited to:

a. the right to disclose the Foreground and Background Information to third parties bidding on or negotiating contracts with Canada and to sublicense or otherwise authorize the use of that information by any contractor engaged by Canada solely for the purpose of carrying out such contracts. Canada will require these third parties and contractors not to use or disclose that information except as may be necessary to bid on, negotiate or carry out those contracts;

e. for Software that is custom designed for Canada, the right to use any source code the Contractor must deliver to Canada under the Contract.”

**Answer 20:**

Non-Crown parties will be sub-licensed to use the IP rights solely as contemplated in SACC 4006.

**Question 21:**

Question 4 from amendment 1:

Could you explain the rationale behind the SRCL Part B requirement of SECRET? A review of the RFP does not indicate any type of information of a SECRET nature. Furthermore the SRCL Part A 7a, 7b and 7c indicate that there is no SECRET information that the supplier will need to have access to. The SECRET level of Part B and the requirement for a Facility Security Clearance at the level of SECRET makes it more challenging for companies to bid on this contract and will likely reduce the number of proposals.

Access to restricted areas as per SRCL 6 b normally only requires RELIABILITY level of clearance.

Given the Catch 22 nature of security clearances can a company bid for the project and request PSPC to sponsor the application for the FSC at the SECRET level? My company has DOS but not FSC at the level of SECRET.

Answer 4 from amendment 1:

The secret requirement identified in the SRCL is due to required access to the JRCC facilities located in a secret designated area within a base. Based on the link (<https://www.tpsgc-pwgsc.gc.ca/esc-src/organisation-organization/enquete-screening-eng.html>), Canada can be a sponsor for an organization to obtain FSC at the Secret level. However, the Bidder must still meet the requirement as stipulated in section 6.1 and 7.4 of the bid solicitation.

We understand the rational for individual clearances in order for those individuals to be able to enter JRCC facilities with secret designation. However, we do not understand how requiring the bidder to hold an FSC is applicable since the reasoning given is so that bidder's personnel can access JRCC facilities. As none of the Application development work is Secret, the requirement for the bidder to obtain/maintain an FSC seems, overly burdensome, overly restrictive and needlessly more costly. Can you please re-look the FSC requirement or explain the rational for this particular part of the requirement?

**Answer 21:**

Please see Answer #19.

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 22:**

Part 7.1 ii) - providing all the source code associated with the functionalities required for the Application as particularized by all of the requirements as set out in Appendix 3 to Annex A;

SoW Appendix 5 - Delivery 12 – Application Source Code

Q: we assume that COTS SW Source Code is not required to be provided. Please could you be so kind to confirm if this assumption is correct?

**Answer 22:**

All software code including COTS software that is part of the Application Source Code as defined in SOW Appendix 5 – Delivery 12 – Application Source Code, must be provided.

**Question 23:**

Part 7.4 a) - The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance (FSC) at the level of SECRET issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC);

b) The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET granted or approved by CISD/PWGSC;

Q: Would it be valid to hold a NATO Clearance (FSC or PSC) issued by a NATO National Authority or a National Clearance (FSC or PSC) issued by a National NSA?

**Answer 23:**

Please see Answer #19.

**Question 24:**

Part 7.8 g) viii) (viii) Audit Rights: The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

Q: When is the Audit to happen? Prior to contract award?

**Answer 24:**

Audit is at the discretion of the Contracting Authority and can happen at any time during the Contract Period as specified in the Payment Credit clause 7.8g).

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 25:**

SoW Part 12 a) The Contractor will perform the Work primarily at the Contractor's facilities.

Q: Can it be performed out of Canada?

**Answer 25:**

Yes, work can be performed at the Contractor's facility outside of Canada.

**Question 26:**

In reference to the SACC requirement SACC 2003 (2017-04-27) and the definition of "Bidder":

In respect of the complexity of the noted requirements and to also ensure that we are able to offer the complete and competitive offering to the crown, the SACC requirement is making it restrictive to present a response without using the experience of either a parent company or suitable contractors.

**Answer 26:**

Please see answer #2 in RFP Bid Solicitation Amendment #2 and answer #15 and #16 in RFP Bid Solicitation Amendment #4.

**Question 27:**

In addition, please see below for some questions/clarifications related to the technical specifications:

**Requirement A3 1.22 and A3 1.22.1**

The Application must integrate with the Joint Rescue Coordination Centre (JRCC) telephone management system. The Application must include telephone integration that must:

Allow the initiation of phone calls by clicking on contacts' information within the Application.

Questions:

- a) Will the interface be provided by the JRCC telephone management system to launch this call?
- b) Is a client-side component provided for this?

**Answer 27:**

- a) Please refer to article 4.2-2c of the Statement of Work.
- b) Please refer to article 4.2-2c of the Statement of Work.

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 28:**

**Requirement A3 1.49**

The Application must respect the data visibility, i.e. it must not display data marked for government of Canada employees to any user other than a government of Canada employee.

Questions:

- a) Would the ability to mark data as "Government of Canada Only" be a manual option available to operators for certain items, such as log entries?
- b) Or, would certain fields always be "Government of Canada Only"?
- c) Or, must there be an option for a GoC user to mark a given incident as GoC only?
- d) Will the Centralized Authentication Service (CAS per A3-3.1) identify users who are Government of Canada Employees?

**Answer 28:**

- a) No, Operators will not manually identify data as "Government of Canada Only".
- b) Yes, certain fields will be identified as containing "Government of Canada Only" data.
- c) No, there is no requirement for a GoC user to mark a given incident as GoC only.
- d) Yes, the Centralized Authentication Service (CAS) will identify users who are Government of Canada Employees.

**Question 29:**

**Requirement A3 1.67**

The Application must have the functionality to incorporate real time video feeds that include but are not limited to WEB cameras.

Questions

- a) Please specify the video feed format(s) and/or URL types that must be supported.
- b) Does the video from the feed need to be stored?

**Answer 29:**

- a) All video feed formats and URL types that are supported via HTML 5 must be supported.
- b) Yes, any information accessed in the execution of a SAR incident must be recorded.

**Question 30:**

**Requirement A3 7.1**

The Application must provide a messaging function that allows the users to "chat" within the Application.

Questions:

- a) Does Canada/DND have a standard instant messaging and chat platform, such as Microsoft Skype for Business that the application can integrate with?
- b) Or is it preferred that the Application provide its own chat capability?

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Answer 30:**

- a) No, the Bidder must provide this functionality.
- b) The Bidder must determine how they will meet this requirement.

**Question 31:**

**Requirement A3 9.2**

The mechanism provided must provide for the timely (within 48 hours of a request in the case of the support agreement approach) add, remove, and modify access to external online data sources.

Question

Does this refer to the identified Data Sources in Appendix 4 – Geospatial Datasets?

**Answer 31:**

Yes, this refers to the data sources identified in Appendix 4, and to any sources that may be identified in the future as well as the removal or modification of any sources currently delivered by the application.

**Question 32:**

**Requirement A3 11.1**

The Application must integrate via an Application Programming Interface (API) to a DND operated Contact Management System.

Question:

- a) Does the API exist?
- b) What protocol does it use?

**Answer 32:**

- a) The API does not exist.
- b) The protocol is to be determined as described in 4.2-2c of the Statement of Work.

**Question 33:**

In 7.4 of the "Resulting Contract Clauses" the requirement at part (a) is that the contractor:

"...hold a valid Facility Security Clearance (FSC) at the level of SECRET issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC)..."

The part (b) requirements goes on to require that the contractor:

"...personnel requiring access to sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET granted or approved by. CISD/PWGSC..."

Question:

The Security Requirements Checklist (attached to the RFP) Part C states that there is no requirement for the supplier to "receive and store Protected and/or Classified information or assets on its site; nor will the supplier be required to safeguard COMSEC information or assets. Additionally there is no requirement to



<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

produce (modify and or repair) protected or classified material or equipment. It also indicates that "...unscreened personnel may also be used for Portions of the work..."

Based on the above and on the other responses to the Security Requirements Checklist is it possible that the intent was to"

- a) not require SECRET Facility Security Clearance but require "Reliability"?
- b) Only require personnel who require access to select Canada site to have Secret clearance?

(This last point would be in line with the response to questions provided in amendment 2, answer 4.)

**Answer 33:**

Please see Answer #19.

**Question 34:**

**Ref: 4.2-3.2 Train the Trainer (b)**

The Train-the-trainer activity is to be held on Coast Guard premises at the Canadian Coast Guard College in Sydney, Nova Scotia

Question:

Will DND entertain holding the Train-the-Trainer activity at any other facility such as each JRCC/MRSC Alternate site or elsewhere if provided by the Vendor?

In addition to specified coaching deliverable and prior to Final Acceptance, will DND entertain the Vendor providing comprehensive training to all JRCC/MRSC current staff both DND and CCG at each location's Alternate site or elsewhere if provided by the Vendor? Delivered by SMMS experts and qualified, experienced SAR JRCC trainers it will ensure a uniform standard throughout. Additionally, this will greatly minimize participants travel costs and alleviate internal personnel demands.

**Answer 34:**

At the discretion of the Technical Authority, DND may hold the Train-the Trainer session at other facilities which would include facilities in Esquimalt, Trenton, Halifax or Sydney.

End user training sessions are not provided by the Contractor.

**Question 35:**

**Ref: 4.5 Delivery Stage** – Application Roll-out and User Migration. Sequentially, each site must be trained, transitioned to the new Application and supported onsite. One month per site, three months overall.

Question:

As per 4.2-3.2 question Vendor proposes to train all on-strength JRCC/MRSC personnel either at each Alternate site or a centralized location provided by the Vendor prior to Final Acceptance. Will DND entertain this proposition?

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Answer 35:**

No, Canada has reviewed your request, and has determined that it will not change the requirement as requested.

**Question 36:**

**Ref: A3-1.15**

The Application must incorporate the following incident states: Open, Active, More information required and Closed.

Question:

Can you please define or expand on the terms/states Open and Active

**Answer 36:**

The incident states of Open and Active will be defined and expanded on during the design stage.

**Question 37:**

**Ref: A3-1.30**

The Application must incorporate the functionality to estimate the range and bearing of a flare sighting based on the principles of The Fist Method and The Clock Method by Kevin Falvey.

Question:

Will DND consider any other official publication or research on Flare range and estimation?

**Answer 37:**

The Bidder must meet the requirements as stated. However; during contract performance, Canada, at its discretion, may consider other official publications or research, proposed by the Contractor. Also note article 7.6 (a)(b) and (c) of the RFP would apply in this circumstance.

**Question 38:**

**Ref: A3-1.56**

The Application must have the functionality to display the historical tracks of the vessels/aircraft.

Question:

Is this only applicable to DND/CCG vessels/aircrafts that have existing tracking capabilities.

**Answer 38:**

No, Canada will provide tracking information for any and all vessels and aircrafts it identifies through its interface.

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 39:**

**Ref: A3-10.5**

A SAR resource management resource record must not be deleted. As an alternative, the Application must mark any records no longer required as "retired." Retired resources must not be removed from current and past incident records.')

Question:

Is there a need to view retired resources other than within incident records?

**Answer 39:**

Yes, the Contractor must provide the functionality to view retired resources other than within incident records.

**Question 40:**

**Ref: A3-3.6.7**

The Application must confirm that a user has the authority to approve / make a critical decision and if they do not, the Application must allow the decision to be passed up the chain of command for approval. The decision will then have to be recorded and pushed down to all concerned parties.

Question:

What constitutes a critical decision within the context of the application? Please provide a list of specific fields and/or actions that this would apply to. Also please specify which rank or other user attribute provides sufficient authority for each applicable field or action.

**Answer 40:**

Decision flow information will be provided to the successful Bidder during contract performance.

**Question 41:**

The plan outlined in the RFP is to use the W3C Markup Validation Service ([https://validator.w3.org/#validate\\_by\\_uri+with\\_options](https://validator.w3.org/#validate_by_uri+with_options)) to validate the applications described in M-2. Typically web applications (as is the case for SMMS) will have a login screen requiring users to authenticate before they can access to application itself. How is DND planning to deal with this during the validation process?

**Answer 41:**

It is the Bidder's responsibility to provide access to their submitted applications that allow the testing to proceed.

**Question 42:**

*RFP: 1.2 (c) "The Application must include all components necessary to make the Application work in accordance with all requirements of the Contract, including those set out in the SOW, and also must include a 12-month warranty, and documentation..."*

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

From what stage does the warranty begin?

**Answer 42:**

As per subsection 22 (1) of General Conditions 2030 (2016-04-04), which is referenced in the RFP, the warranty period begins on the date of delivery of the Application, or if acceptance takes place at a later date, the date of acceptance.

**Question 43:**

**Appendix 3: A3-3.5 “The Application must support both rights/authorizations pertaining to all incidents and/or be limited to one or more individual incidents.”**

In the following A3-3.6 requirement you define profiles (Administrator, user administrator, coordinator, observer and SAR resource crew). For those profiles you define standard authorization on incidents. Does the A3-3.5 requirement means that the software should allowed the allocation of specifics rights to profiles pertaining to one or more incidents?

For example for a specific incident, Administrator can allow "SAR resource crew" profile to create, open, access, update and close an incident record.

**Answer 43:**

A3-3.6 profile are roles in the system which define the actions one might exercise while working on an incident. For example, a user with the observer profile is limited to the view action and no other. A3-3.5 refers to the control over which incidents a user has access. Thus a user is limited to the actions they may perform via the profile (A3-3.6) they are assigned while access to the incident is via an access mechanism (A3-3.5)

**Question 44:**

*Appendix 3: A3-5.3 “The Application must include a change log management functionality including a means of archiving records.”*

Is it possible to have more detailed information about log management functionality? (Export to csv/xml/pdf... format...)

**Answer 44:**

As all changes/activity is recorded in the change log it could potential grow very large, as such, a change log management functionality is required to allow the system (via an administrator) to reduce the log size without the loss of information. Log entries related to active/open incident must remain in the Change Log. Entries for closed incidents can be removed from the Change Log and store in an external file but must be visible when the incident is accessed/viewed.

**Question 45:**

*Appendix 3: A3-1.49 “The Application must respect the data visibility, i.e. it must not display data marked for government of Canada employees to any user other than a government of Canada employee.”*

Is that applied to each field of an incident/resource or to a global incident/resource?

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Answer 45:**

Fields are identified as visible to Government of Canada employees only. Any non-government of Canada user when viewing an incident will not see (have access) to field so marked.

Please also see Answer #28.

**Question 46:**

*Appendix 3: A3-1.14 "The Application must enable the Administrator to define additional "fields," i.e. data elements, without the need to alter the Application's code."*

We understand that data elements are enumerated value or dictionary values and not new fields in an incident data structure, is that right?

**Answer 46:**

New fields are required in an incident data structure.

**Question 47:**

*Appendix 3: "A3-1.22.1 Allow the initiation of phone calls by clicking on contacts' information within the Application."*

*"A3-1.22.2 Identify telephone numbers and provide the JRCC/MRSC user the option of having the Application dial the number."*

*"A3-1.22.3 Allow text messages to be sent to dialed phone numbers"*

*"A3-1.22.5 The Application must provide the functionality to process 9-1-1 data in accordance with the Government of Canada's Telecom Regulatory Policy CRTC 2017-182."*

In order to evaluate complexity of work, is the connection to the telephone system:

- a direct connection to local PABX ?
- an indirect connection using an existing system (providing web service interface for example)?

**Answer 47:**

Please see Answer #27.

A web service will be created to allow the Contractor's solution to interact as required with the telephone system. The Contractor will have an opportunity to shape the web service design to accommodate the specific technical nature of their solution.

**Question 48:**

*Appendix 3: A3-1.22.4 "Have the functionality to dial multiple telephone numbers simultaneously in order to broadcast messages and/or to page the phone call recipients"*

Does the system use a service providing message broadcasting functionalities or are they functionalities included to develop in the system?

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Answer 48:**

Please see Answer #27.

The web services to be developed will be designed to work with the solution the Contractor designs to meet this requirement.

**Question 49:**

*Appendix 3: A3-1.41 "The Application must have map rendering functionalities that include, but are not limited to, thematic mapping, panning, map re-centering, map view refreshing, layer re-arranging, and map zooming."*

Could you please define « thematic mapping »?

**Answer 49:**

A thematic map is a type of map specifically designed to show particular theme connected with a specific geographic area.

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<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 50:**

*SoW: 2 Background*

*"The SMMS Replacement Project was created to implement a new integrated SMMS WEB based application ("the Application"). The Project is comprised of two streams of work each with rather independent goals but both contributing to the success of the Application. The Environment Stream is focused on establishing the technical environment to support the Application. The Environment Stream is a DND/Shared Services Canada (SSC) responsibility."*

Our company would like to have a view on the current status of this environment stream, the technical orientation implemented within this stream and if possible, some hints as to what is the technical paradigm into which the SAR MMS solution will have to be integrated?

**Answer 50:**

As identified in the RFP, the environment stream is a private virtual cloud. The operating systems of the virtual machines are a Linux distribution. All connection to on-line sources will be made through an enterprise service bus. Spatial data repository is housed in a RDBMS. The Centralized Authentication System is described in the SOW.

**Question 51:**

*SoW: 4.2-2 Assembly Stage*

*"a. The Contractor will engage with a parallel activity by the telephony provider to develop the necessary APIs to meet the telephony integration as defined in Appendix 3."*

Our company needs to know what is the perimeter of delivery of this telephony provider. In particular should we understand that this provider provides a full ToIP solution? This is structuring to get this information for our bid approach.

**Answer 51:**

The Bidder should not expect a full ToIP solution, though the telephone solution vendor may provide ToIP functionality. Currently, the solution consist of a local PBX, VOIP telephones, and software to record and manage the telephone calls.

**Question 52:**

*SoW: 4.2.3.2. a "The Contractor must provide Train-the-trainer sessions to DND and Department of Fisheries and Oceans (DFO) SMMS trainers."*

How much training session is required?

**Answer 52:**

There is to be one estimated 2-week Train the Trainer session though this depends on the success of the Contractor in educating the trainers.

<b>Solicitation No. – N° de l'invitation</b> W8474-17SM06/B	<b>Amd. No – N° de la modif.</b> 006	<b>Buyer ID – Id de l'acheteur</b> 004ips
<b>Client Ref. No. – N° de réf. De client</b> W8474-17SM06	<b>File No. – N° du dossier</b> 004ips W8474-17SM06	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Question 53:**

*SoW: 4.2-3.3. a "At the initiation of this activity the Contractor must provide all the software components required to install the Application on DND's technical Environment. The landscape will consist of the following three (3) systems: a training system with a slightly modified version of the Application as per the requirements of Appendix 3; a test system where all modification and enhancements are tested prior to implementing them in the productive system; and the productive system which supports the user community and the SAR cases. Only the productive system is implemented in a resilient active/active fashion."*

Could you precise the training and the test systems' environment?

**Answer 53:**

The environments for the test and training systems will be comprised of all the systems of the productive environment. The only difference would be these environments would not be implemented in a resilient active/active fashion as they do not require that level of availability.

**Question 54:**

*SoW: 4.2-5.2.a "An incident is defined as an unplanned interruption to the Application or a reduction in the quality of Application response."*

This kind of "incident" depends mostly on the technical environment. Could you explain your method for evaluating a hardware or software origin?

**Answer 54:**

The hardware environment is continuously monitored for operational integrity. In the event that an incident occurs the hardware environment is first reviewed for anomalies. Assuming that no technical issues are present or have been corrected and the incident persists then the origin is believed to be software in origin and that avenue is pursued.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**

**NOTE: A BID ALREADY SUBMITTED MAY BE AMENDED PRIOR TO THE CLOSING DATE. AMENDING CORRESPONDENCE MUST ADDRESS THE SOLICITATION NUMBER AND THE CLOSING DATE AND MUST BE**

**ADDRESSED TO:**

**BID RECEIVING**

**PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

**PLACE DU PORTAGE, PHASE III**

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