

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:

<p><u>Question #1</u></p> <p>Mandatory requirement 1.1 "The Bidder must demonstrate that they are the owner of the proposed Software as a Service (SaaS)".</p> <p>There are several cloud service and deployment models that exist to support a SaaS delivery model. We operate as a SaaS Owner delivering multiple solutions as a SaaS delivery model to the Government of Canada and maintain compliance with all requirements for a Protected B solution. Our delivery model has recently been accepted to the Public Service and Procurement Canada SaaS RFSA allowing us as a SaaS owner to deliver different software in our SaaS delivery model.</p> <p>Can the Crown confirm that SaaS ownership does not exclude SaaS Owners who deliver multiple Software solutions?</p>	<p><u>Answer #1</u></p> <p>The Crown confirms that the owner must demonstrate ownership of the proposed Software as a Service (SaaS) which doesn't detract them from owning multiple software solutions.</p>
<p><u>Question #2</u></p> <p>Mandatory requirement 1.2 "The Bidder must demonstrate that the SaaS Case Management interface is available in both of Canada's official languages (English and French)."</p> <p>In our experience, we have seen a number of solutions in the market that support a bilingual interface, however the user experience can vary including support through a language toggle across all screens, language update through user settings or language update through browser preferences.</p> <p>Can the Crown clarify if the requirement is for a language toggle across all areas of the system to ensure a seamless user experience?</p>	<p><u>Answer #2</u></p> <p>The Crown confirms that the requirement is for a language toggle across all areas of the system to ensure a seamless user experience. Ideally, this toggle would not rely on user settings or language updates via browser preferences.</p>
<p><u>Question #3</u></p> <p>Mandatory requirement 1.3 "The Bidder must demonstrate that the data input within the SaaS Case Management System will be stored/hosted, processed and accessed only from within Canada."</p> <p>We understand that data residency is a requirement for SaaS solutions hosted at Protected B. and that the Canadian Centre for Cyber Security requires relevant certifications including ISO 27001, ISO 27017, ISO 27018 and SOC 2 Type II.</p> <p>Can the Crown confirm if vendors are required to hold certifications and demonstrate compliance at bid submission?</p>	<p><u>Answer #3</u></p> <p>The Crown confirms that it is not mandatory for vendors to hold the listed certifications and demonstrate compliance with those certifications at bid submission. The vendor must meet all mandatory criteria identified in Attachment 1 to Part 4. The technical evaluation and determination of the winning bidder would precede the security requirements.</p>

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)

<p><u>Question #4</u></p> <p>Can the Crown confirm if they would allow vendors to conduct the demonstration using a hybrid approach including videos and live demonstration?</p>	<p><u>Answer #4</u></p> <p>The Crown confirms that vendors can conduct the demonstration using a hybrid approach including videos and live demonstration. It is essential that the content of the video remains relevant to the specific needs outlined by the Crown.</p>
<p><u>Question #5</u></p> <p>Based on the requirements in the RFP, our understanding is that the OFOVC and OIRSO have a requirement for a case management system, however each office has slightly different business needs and system requirements.</p> <p>Can the Crown clarify the unique business needs and if the systems should be completely separate deployments?</p>	<p><u>Answer #5</u></p> <p>The Crown confirms that while the business needs of the OFOVC and OIRSO share similarities, they also possess distinct requirements, warranting separate system deployments. For instance, differences may be observed in workflows, control measures and database fields between the two distinct entities. The OFOVC system is needed immediately. The OIRSO system is built in as optional to be exercised if/when required.</p>
<p><u>Question #6</u></p> <p>I have a question about the live scheduling information form. Within what data range should we provide availability? Are the dates we put in to be during the time of the open bid (before 2024/04/23) or should we provide dates for after bid? If so, within what time frame?</p>	<p><u>Answer #6</u></p> <p>The form is provided in the RFP just for your information. Within Attachment 1 to Part 4, 2. Live Demo, it states:</p> <p>Once it is determined that the Bidder has met all mandatory requirements in 1. Written Mandatory Technical Criteria, the Contracting Officer or their delegate will send an email to the Bidder to inform them of their compliance and that a live demo will be scheduled to demonstrate the Bidder's further compliance in real time with the mandatory and point rated technical criteria identified below. Attached to the email from the Contracting Officer or their delegate will be the Attachment 2 to Part 4 – Live Demo Scheduling Information Form. The Bidder will have five (5) calendar days to respond to the Contracting Officer or their delegate with their completed and signed form. Bidders that fail to complete and return the form within five (5) calendar days will be declared non-responsive and be given no further consideration.</p>