Questions and Answers #1-3 to Request for Information 1000464174 Enterprise Fraud Management Solution

This solicitation amendment is raised to address the following questions submitted during the solicitation period as per Request for Information.

Q1) Does CRA intend to replace its EFM solution completely, including the user activity monitoring and replay components, or are they open to augment their monitoring and replay solution with an advanced analytics platform that includes machine learning models, business rules, alert generation\triaging, and investigative capabilities?

A1) The CRA is considering replacing its EFM solution completely including the user activity monitoring and replay components.

Q2) If CRA is open to continuing with their current activity monitoring component, does that the activity monitoring solution generate output in the form of text based logs, or relational database extracts?

A2) The CRA is seeking to examine alternatives to it's the existing activity monitoring component.

Q3) Would CRA be able to provide more information or examples of the types of business rules and use cases that they are looking to address with the solution?

A3) Uses cases include detecting employee accesses to sensitive taxpayer information in CRA applications that do not form part of their workload. For example, detecting employee accesses to their own taxpayer account or to taxpayer accounts with which the employee has a personal relationship. Use cases also include detecting fraudulent transactions made by employees in CRA applications. For example, detecting false records or unauthorized amendments in accounting records that will ultimately result in the employee receiving a financial benefit. Due to the sensitive nature of the business rules, the specific requirements of the business rules cannot be shared.