



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).
Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Blank lines for bidder information

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder - Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

Telephone No. - No de téléphone

Fax No. - No de télécopieur

E-mail address - Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Form containing fields: Title - Sujet, Solicitation No. - No de l'invitation, Date, Amendment No. - N° modif., Solicitation closes - L'invitation prend fin on - le, Time zone - Fuseau horaire, Contracting Authority - Autorité contractante, Telephone No. - No de téléphone, Fax No. - No de télécopieur, Destination - Destination, and a security requirement notice.



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP; and
 2. Amend the RFP.
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1. QUESTIONS AND ANSWERS

- Q1.** We understand that this bid solicitation is a re-issuance and as noted on page 4 of the RFP document “it cancels and supersedes previous bid solicitation number 1000318737 dated September 15, 2014 with a closing of October 29, 2014 at 2 pm.” Can the Client please indicate the reason for re-tender?
- A1.** [The CRA did not receive a compliant bid as a result of the original bid solicitation.](#)
- Q2.** There are several reasons why a Reporter would include their name or identifying information in a report. It could be extremely detrimental to the Reporter, and/or to the CRA's investigation, if the Bidder were to automatically remove the Reporter's name or identifying information. As well, if the Bidder were to remove the identifying information, they would also render themselves non-compliant with Section AU-9 Protection of Audit Information, in that the records are, in effect, being altered, as well as being non-compliant with the CRA's mandatory requirement to be immediately alerted of any newly-submitted or updated information.
- A2.** [The CRA must not collect the Reporter \(Source's name\) to ensure the anonymity factor. If a Source calls or submits an online allegation then the CRA would expect the Contractor to omit this information in their system \(database\). The CRA will amend the requirement under Article AU-9 of Annex A-3 IT Security Requirements to reflect this need. Refer to modification M2 below.](#)
- Q3.** In light of this, would the CRA consider amending the mandatory requirement within Annex A-1, Section 1.1 that states “the Contractor must not record the Source's name at any time, even if provided”, such that a system that contains messaging to discourage CRA employees from including identifying information but that does not alter or remove information submitted is found to be compliant?
- A3.** [The CRA will amend Annex A-1, Section 1.1 to further clarify. Refer to modification M2 below.](#)
- Q4.** The CRA requires reporting to be available online, via voicemail, or through a hotline. Given these requirements, combined with this Bidder's processes, the CRA's Protected B level data will never exist in hard copy. As such, can the CRA confirm whether the CRA's physical paper destruction requirements would apply, particularly “Paper shredder – General Office use” and “Paper shredder – Bulk destruction”? In the extremely unlikely event that the Bidder would possess paper copies of Protected B information, the Bidder will contract with one of the commercial destruction service providers appropriately cleared by the Canadian Industrial Security Directorate of Public Works and Government Services Canada for Commercial Destruction Services to destroy the data. Will this be sufficient to be found compliant with the CRA's mandatory data destruction requirements relating to paper files?
- A4.** [The CRA will not be assessing this requirement during the evaluation period. The vendor will be required to follow the requirements related to physical paper destruction as outlined in the Statement of Work \(Annex A-2\) for the duration of the contract period under any resulting contract.](#)



- Q5.** If a vendor does not store Protected B level information on miniature electronic storage devices (Annex A-2), given the relevant security issues, can the CRA confirm that the Bidder will be found to be compliant with the mandatory data destruction requirements relating to miniature electronic storage devices?
- A5.** The CRA will not be assessing this requirement during the evaluation period. The vendor will be required to follow the requirements related to physical paper destruction as outlined in the Statement of Work (Annex A-2) for the duration of the contract period under any resulting contract.
- Q6.** Regarding the data destruction requirements for IT media equipment: hard disks, would the CRA consider a commitment from the Bidder to contract with a CRA-approved IT media data destruction service to be a response compliant with this mandatory requirement?
- A6.** The CRA will not be assessing this requirement during the evaluation period. The vendor will be required to follow the requirements related to physical paper destruction as outlined in the Statement of Work (Annex A-2) for the duration of the contract period under any resulting contract.
- Q7.** With respect to pricing, once the CRA selects the winning vendor, there may (or may not) be some specific system customizations available to more specifically or directly meet the CRA's needs. Until a discussion is undertaken with the CRA, it is impossible to determine if any customizations would be required, some of which would, or could, entail possible additional charges. The Bidder can provide the CRA with an all-inclusive monthly rate and extended price for the subscription service, however, without knowing whether or not any system customizations would be desired or required by CRA, the Bidder is not able to provide any further costs on these customizations. How can the Bidder provide the CRA with an answer to this question, which allows the Bidder to be compliant, and yet still provides an opportunity to fully meet the CRA's needs through customizations (if desired) prior to the system going live?
- A7.** The CRA may require minor customization to the telephone or online message scripts (based on the vendors' current scripts). Possible customization could resemble the following:
- Adding an emergency statement at the beginning of the call or a pop up online:
- If this is an emergency, please contact your local emergency authorities....
- Please note that the CRA would not require any system customizations. The only customizations would be to accommodate any legal requirements the CRA must meet.
- Q8.** Within section M4 – Business Continuity Plan and Strategy, the CRA includes labour disputes as a business service disruption. If the Bidder's personnel do not belong to a labour union, does the CRA expect their business continuity plan to include strategies to remain operational during a labour dispute?
- A8.** The CRA expects bidders to provide a Business Continuity Plan and Strategy that would meet the vendor's business requirements while clearly addressing the mandatory requirement as stated in the RFP. For example, if the Bidder's personnel do not belong to a labor union, the Bidder's proposal is expected to explain why it does not need to include strategies related to a labour dispute (i.e. personnel do not belong to a labour union).
- Q9.** In Annex A-2 Physical Security Requirements, Section 1. Physical and Personnel Security Requirements, the CRA states that "the Contractor must meet the security requirements set out under article 6.1 of the Contract". Part 7 Model Contract of the RFP document does not contain an article 6.1. Is the CRA referring to Section 7.5 Security Requirements of the Model Contract, or to Section 6.1 Security Requirements of the RFP document?
- A9.** The RFP will be amended accordingly. See M1 below.



2. AMENDMENTS TO THE RFP

M1. In Annex A2: Physical Security Requirements

Delete:

Throughout the life of the Contract, the Contractor must meet the security requirements set out under article 6.1 of the Contract. The Contractor must also meet each of the following additional security requirements.

Insert:

Throughout the life of the Contract, the Contractor must meet the security requirements set out under article 7.5 of the Contract. The Contractor must also meet each of the following additional security requirements.

M2 At Annex A-3: Information Technology Security Requirements

Delete:

AU-9	PROTECTION OF AUDIT INFORMATION	(A) The information system protects audit information and audit tools from unauthorized access, modification, and deletion
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Throughout the life of the Contract, the Contractor must meet the security requirements set out under article 6.1 of the Contract. The Contractor must also meet each of the following additional security requirements.

Insert:

AU-9	PROTECTION OF AUDIT INFORMATION	(A) The information system protects audit information and audit tools from unauthorized access, modification, and deletion (with the exception of omitting the Source’s name and/or any identifying details).
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED