

Question 18:

Could CMHC clarify the audience for the knowledge transfer, documentation and support activities, as well as provide objectives/specifications for each?

Response:

The audience for the knowledge transfer is CMHC staff, including the project and support teams (consultants and employees) composed of IM analyst/business analyst, Technical Analyst/developers, trainers and project manager/coordinator; and the business units (end-users) to ensure that CMHC gain value in services provided the winning firm bringing expertise to the project and that CMHC can continue to effectively conduct its operations.

Question 19:

In Section 2.3, CMHC states that we should include the Certificate of Submission and Mandatory Compliance Checklist in our response; is there a certain section you would like us to include these in?

Response:

These sections may be included anywhere in the response.

Question 20:

Could CMHC detail their expected roles, number of resources per role, and expected effort for each during the project? For example:

- IM Specialist
- 2 IM Specialists
- 50% allocation each through entire project

Response:

Please refer to table summary of resourcing requirements for each stream (section 3.2.1.1 p. 19(stream I), and section 3.3.2 p.51(stream II) and section 3.4.2 p.67 (stream III). Description of their roles can be found throughout the RFP document for each role under such as in sections 3.2.2.1, 3.2.3.2, 3.2.4.1, 3.2.5 of stream 1. Sections 3.3.5.1, 3.3.6.1, 3.3.7.1, 3.3.8.1 for stream 2. Sections 3.4.4 for stream 3.

Question 21:

On page 18 of the RFP, it is stated that CMHC is performing an upgrade to CS 10.5 in April/May 2015, but in the Architecture Review required services section (page 37) it also details upgrade the existing environment. Can CMHC detail what is expected for upgrading the existing environment within this RFP?

Response:

The intent of the work "upgrade" is in the context of while the core services (Content Server itself) is being upgraded to version 10.5, the architecture may require certain components of the architecture to be upgraded as a result of the global review (health check) (i.e. to

address performance issues) and to sustain the implementation and migration work for the InfoShare Phase 2 project.

Question 22:

How many users is CMHC's current architecture scaled to accommodate?

Response:

Currently, CMHC's current architecture is scaled to accommodate up to 2000 users via Front End servers. In terms of storage, search and indexing, additional servers and storage will have to be planned and brought in as Enterprise rollout proceeds from its current base of 200 users up to 2300 users at the end of the project in 2017. Currently, CMHC has approximately 1TB of data in Content Server and should have up to 47TB at the end of the project. The "onboarding" and migration pace will have a defined impact on the architecture definition and strategy.

Question 23:

Does CMHC have Non-Functional requirements documented for FRS?

Response:

CMHC has defined Functional, Data and Operational requirements for the system developed to replace FRS.

Question 24:

Can CMHC clarify who is responsible for performing any required translation? The RFP clearly indicates the proponent is responsible for ensuring translation is done but not clear if CMHC will be providing the translation services.

Response:

CMHC has internal translation services that will be used by the project team. The artifacts being distributed to wide audience will require to be translated and the effort required for the translation will need to be factored in the project schedule and coordinated by the resources assigned to the project.

Question 25:

Can CMHC provide their "task authorization form" (page 67)?

Response:

See attached

Question 26:

Which CMHC offices have training classrooms with student computers, and how many student computers are set up in each?

Response:

It is intended for CMHC National Office Headquarters to have 2 dedicated classrooms with approximately 15 computers in each. The classroom will be dedicated to training of InfoShare project. CMHC is also developing a strategy for its regional offices and remote users, where laptops with a virtual image of the training environment would be made available to them. Up to 30 laptops with virtual training environments could be circulating within the regional offices.

Question 27:

Where CMHC offices have training classrooms with student computers, does each classroom have a digital projector?

Response:

Yes. Projectors are included.

Question 28:

Where CMHC offices have training classrooms with student computers, are the classrooms dedicated to the InfoShare initiative or are they shared with other CMHC stakeholders/projects?

Response:

Refer to response to question 26. 2 classrooms will be dedicated to the project. 2 more classrooms are available, but on a first come, first serve basis and require reservations.

Question 29:

Will CMHC accept the involvement of off-shore based resources for development tasks not requiring access to CMHC data or access to CMHC's IT ecosystem?

Response:

No, all work must be completed in Canada.

Question 30:

Can CMHC explain what is meant by the following on p.54 in relation to stream 2? **3.3.5.1.b** Implementation/Roll-out "Manage the implementation of an organizational improvement plan to identify, analyze, plan, track and control organizational improvements on a continuous basis;"

Response:

It defines the task of managing the implementation as part of a change management process/protocol that will identify process improvements on a continuous basis (throughout the roll-out). It is to ensure that the improvements to the process or even minor design changes are analysed, tracked and documented during the implementation and that steps are taken to implement the improvements (or schedule them) as part of the implementation plan.