REOI- Managed IT Hosting, Application Development, Maintenance and Support Services

Questions and Answers from June 1, 2015 Vendor Conference

1. p. 23 – 1.3 When will respondents be provided with the security and safety policy and procedures for in-scope CMHC facilities?
2. p. 23 – 1.4 Can you clarify these policies and procedures?
3. p. 23 – 1.5 What are CMHC's security requirements for physical access and audit?
4. P. 24 – 5.3 Please expand on the monitoring information that CMHC would be looking to capture.

   The requirements included in Appendix C are preliminary only and are meant to provide insight into the types of roles and responsibilities that CMHC is considering. We are continuing to refine the requirements, and will also engage short-listed vendors in discussions regarding the requirements during the interactive sessions. Additional requirement, policy, and procedure information will be provided during the interactives sessions and with the full RFP.

5. P. 24 – 3.4 Will the respondent be required to provide service to the physical printers?

   Upon further analysis of requirements, printers are considered out of scope. The following requirement will be removed: Pg. 24 – 3.4 - Provide print queue management, monitor print queues, change print job priorities, provide operations services, start and stop printers as required and physically manage print devices.

6. The procurement timeline for the REOI calls for an REOI submission date of June 9, 2015. In order for us to provide client named credentials (i.e. naming the client name, and providing a vendor contact), we must by policy request permission for every use of the client credential. In order to meet the timeline, we must select the appropriate credential, write to the requirement s and provide the draft for approval to the client. The deadline for submission is very tight considering these requirement. We respectfully request a one week extension to allow time to contact our clients and approve the use of the credentials for this REOI.

   Given the tight timelines, no extension will be granted at this time.

7. With respect to services under Stream 2, are these services to be provided on-site or off-site?

   CMHC would prefer that Stream 2 services be delivered off-site. It is expected that the selected vendor(s) be available to attend specific on-site activities related to strategic support and planning. This is not expected to be full-time and CMHC will work with the selected vendor(s) to assess the schedule of these activities.

8. Regarding references, do the references need to contain Sharepoint And Dynamics And Exchange or will any suffice? The bidder must demonstrate recent and significant experience delivering proposed workstreams by providing 5 client references (at least 2 must be inside Canada, at least 2 must be for a Public Sector organization, at least 1 must be for a financial services organization). Do the 5 mandatory references in M3 have to contain Exchange and Dynamics and Sharepoint or can any 1 of these technologies suffice.

   The mandatory references need not cover all of Exchange, Dynamics, and SharePoint. However, the rated requirement will consider the alignment to our scope of services and those references that cover these platforms may demonstrate greater alignment.

9. Q M6 – If the bidder has declared the "Managed IT Infrastructure Hosting services" proposed workstream, then the bidder must confirm that it currently holds SOC 2 certification. As we understand it, a Service Organization Control (SOC) 2 is not a certification, but rather an audit compliancy. An organization can comply with SOC 2, which includes a 3rd party audit report. These reports can be obtained by the client through their services contract as a service request.   Therefore, could CMHC please confirm that Mandatory requirement M6 for Stream 1 will be removed or modified accordingly?

    M6 currently reads: If the bidder has declared the "Managed IT Infrastructure Hosting services" proposed workstream, then the bidder must confirm that it currently holds SOC 2 certification.
    M6 has been amended to read as follows: If the bidder has declared the "Managed IT Infrastructure Hosting services" proposed workstream, then the bidder must confirm that they have passed a SOC 2 audit and achieved compliance.

10. Could CMHC please elaborate on which products it is considering from the Dynamics Family of Microsoft Software. (Dynamics CRM - Case Management, Dynamics AX – for Financial ERP, Other Dynamics Product(s)?

    CMHC is considering Dynamics CRM.

11. Our intent is to partner with 1 or 2 other firms to jointly respond to the REOI. Please confirm that the combined experience of all team members will be allowed to satisfy the requirements in M3, M4, M8 and M9 and the rated requirements.

    CMHC confirms that the combined experience presented in the response will be considered to evaluate M3, M4, M8, M9, and the rated requirements.