



Procurement and Contracting Services
30 Victoria Street
Gatineau, Quebec K1A 0M6

AMENDMENT TO INVITATION TO QUALIFY

The Invitation to Qualify is hereby amended; unless otherwise indicated, all other terms and conditions of the Invitation to Qualify remain the same.

ITQ Amendment No. 2	ITQ Amendment Date: March 22, 2017
Office of the Chief Electoral Officer File No. ECCL-ITQ-16-0226	
Title: Corporate and Events Hosting and Operations Management	
Invitation to Qualify Closing Date: April 19, 2017 at 2:00PM (Gatineau time)	
ENQUIRIES – address enquiries to the Contracting Authority: Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 proposition-proposal@elections.ca	
Attention: Chantal Lagacé	Tel No. 819-939-1233

Part 1. INTERPRETATION

- 1.1** Elections Canada hereby amends in accordance with this amendment the Invitation to Qualify (ITQ) for Corporate and Events Hosting and Operations Management bearing number ECCL-ITQ-16-0226 and dated March 2, 2017 (the “ITQ”). This amendment hereby forms part of the ITQ.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the ITQ and used in this amendment shall have the same meanings assigned to them in the ITQ.

Part 2. QUESTIONS AND ANSWERS

The following question(s) have been asked in response to the ITQ and Elections Canada hereby answers as follows:

2.1 Question No. 4

Question: For Mandatory M4 “Corporate Industrial Security”, Elections Canada is requiring a copy of an AICPA Service Organization Control (SOC) – SOC 2 Reports. Due to the proprietary/security nature of the content, we are not allowed to provide SOC2 reports without a specific non-disclosure agreement in place between our company and Elections Canada. We ask that this requirement be removed for the ITQ and made a mandatory requirement in the final RFP as a post award deliverable.

Answer: EC requires that the respondent provides a copy of each certificate or evidence confirming they qualify for the certification such as an attestation letter from their auditor. As such Annex A: ITQ Mandatory Evaluation Criteria is amended in accordance with Section 3.2 of this amendment.

2.2 Question No. 5

Question: For Mandatory M4 “Corporate Industrial Security”, Elections Canada is requiring a copy of a FedRAMP moderate control baseline with SOC2 reports. FedRAMP certified data center facilities exist only in the US. Since this procurement has a data residency requirement, in which the vendor’s data centers must reside in Canada, we ask that this requirement be removed.

Answer: EC requires that the respondent provides evidence confirming they qualify for the certification.

FedRAMP moderate control baseline is quite analogous to the CSEC PBMM control baseline. It is a good indicator of the compatibility of possible vendor solutions against

EC security requirements. As such Annex A: ITQ Mandatory Evaluation Criteria is amended in accordance with Section 3.2 of this amendment.

2.3 Question No. 6

Question: For Mandatory M6 “Hosting Facilities”, Elections Canada is requiring that the Respondent’s hosting facilities must include two separate and geographically distinct UTI Tier III certified. We ask that this requirement be amended to include either UTI Tier III certified or UTI Tier III compliant facilities, in which the Respondent clearly identifies how their facilities meet the UTI Tier III requirements without needing to be certified.

Answer: The requirement in the ITQ states that the hosting facilities must include two separate and geographically distinct UTI Tier III certified Data Centre facilities **OR** facilities that meet the UTI Tier III certification requirements.

2.4 Question No. 7

Question: Due to the complexity and volume of project references required, we ask that Elections Canada allow the Respondent to use references that have been delivered by its parent, subsidiary or Affiliates.

Answer: EC will allow respondents to use references that have been delivered by its parent’s project to be used as reference provided that the parent agrees to provide a parental guarantee for all the contractual obligations of its subsidiary should it be awarded a contract.

As such Annex C-Definitions is amended in accordance with Section 3.1 of this amendment.

2.5 Question No. 8

Question: For Mandatory M7 “Operations and Maintenance” keeping in line with the number of project references for the other mandatory requirements, we respectfully request that the number of project references be changed to 3.

Answer: EC will not reduce the number of project references required in response to M7.

2.6 Question No. 9

Question: Form 2: Project Reference Check Form states "1. Respondents are requested to submit a Project Reference Check Form for each project in response to each mandatory requirement in the ITQ Mandatory Evaluation Criteria."

Please advise if the requirement is to complete Form 2 for all mandatories or only the technical mandatories where references are requested M5, M7, M8, M9 and M10.

Answer: Please see response to Question #2.

2.7 Question No. 10

Question: M6 Hosting Facilities,: Question: Do you require a reference(s) for M6 where UTI Tier 3 hosting facilities have been provided to other clients?

Answer: There is no requirement to provide a reference where UTI Tier III hosting facilities have been provided to other clients.

2.8 Question No. 11

Question: M7 Operations and Maintenance: "The Respondent must provide a detailed description of how it has provided each of the above and must provide five (5) different client references, one for each of the above services so that EC may validate the information provided by the Respondent with its client."

There are eight services outlined in M7 however you request 5 different client references one for each of the above services. Can you please clarify which services you require references for since there are eight in M7?

Answer: Please see response to Question # 3.

2.9 Question No. 12

Question: M10 Cloud Services: "The Respondent must demonstrate that the cloud management platform described above consists of but not limited to the following functions:"

Orchestration

a) Please provide details on how you define orchestration. Please note in our experience none of the leading CSPs (Cloud Service Providers) have integrated (or it is extremely limited) orchestration. In most cases it is external software.

External cloud connector

b) Please describe your definition of an "external cloud connector". Do you mean cloud brokerage or other commercial and open source alternatives?

Answer: **Orchestration** is defined as the ability to manage, co-ordinate and provision all parts of a customer solution automatically, with no admin intervention, ideally from a self-service interface.

External cloud connector is defined as a software application that supports interoperability between on premise applications and applications that are hosted in the cloud.

As such Annex C-Definitions is amended in accordance with Section 3.1 of this amendment.

2.10 Question No. 13

Question: M6 Hosting Facilities: Can you please identify the locations of your two data centres: KED data centre and Tier III Service Provider Environment?

Answer: The KED data centre is located in Ottawa, Ontario, Canada. The Tier III Service Provider Environment is located in Markham, Ontario, Canada.

2.11 Question No. 14

Question: M6 Hosting Facilities: Who is your incumbent hosting provider in the Tier III Service Provider data centre environment?

Answer: The current data centre Tier III Service Provider is Bell Canada.

2.12 Question No. 15

Question: M6 Hosting Facilities: "The Respondent's hosting facilities must include two separate and geographically distinct UTI Tier III certified Data Centre facilities or facilities that meet UTI Tier III certification requirements, located in Canada."

Do you have any location requirements for the two UTI Tier III Data Centres? i.e. Should they be in the Ottawa region or can they be anywhere in Canada?

Answer: The data centre facilities may be located anywhere in Canada but must be separate and geographically distinct.

2.13 Question No. 16

Question: Would Elections Canada consider accepting the following for Mandatory 4 which was required by Shared Services Canada for the Public Cloud Services ITQ No: 16-42051-0?

A copy of the identified Cloud Service Provider's most recent SOC 2 or SOC 3 report for their current Commercially available Cloud services. OR

An attestation letter issued on official company letterhead by the Auditing firm that performed the audit on the proposed Commercially Available Cloud Services for either the SOC 2 or SOC 3 report

Each certification or attestation letter must identify:

- a) the legal business name of the proposed CSP; and
- b) the current certification date and status

Answer: Please see response to Question # 4.

2.14 Question No. 17

Question: M4 - FedRAMP moderate control baseline with SOC 2 reports requirement. Is Elections Canada's intent to allow providers to host at facilities in the United States? If not, we do not understand why this requirement is necessary. Please confirm.

Answer: FedRAMP moderate control baseline is quite analogous to the CSEC PBMM control baseline. As such, it is a good indicator of the compatibility of possible vendor solutions against EC security requirements.

PART 3. AMENDMENTS

3.1 In Annex C – Definitions :

Delete: Annex C: Definitions in its entirety.

Insert: Annex C: Definitions (Revised March 22, 2017) attached to this ITQ Amendment.

3.2 In Annex A – ITQ Mandatory Evaluation Criteria:

Delete: Annex A: ITQ Mandatory Evaluation Criteria in its entirety.

Insert: Annex A: ITQ Mandatory Evaluation Criteria (Revised March 22, 2017) attached to this ITQ Amendment.

Annex A: ITQ Mandatory Evaluation Criteria (Revised March 22, 2017)

Respondents must meet all of the mandatory requirements in this annex. In accordance with Part 4 – Evaluation Procedures and Basis of Qualification, Elections Canada may contact the client-reference contact for the referenced project(s) to validate Respondent’s responses.

Substantiation of Technical Compliance

1. Respondents must respond to the corresponding mandatory requirements by providing a description explaining, demonstrating, substantiating and justifying their qualifications. Respondents are requested to utilize the unique number and associated title of each mandatory requirement in their response. Respondents are requested to indicate where their mandatory requirement is met by entering the location (e.g. volume/binder number, page number, etc.) in the “Cross Reference to Response” column. Respondent’s responses to the mandatory requirements will be evaluated as either “Met” or “Not Met”. A single “Not Met” will result in the response being deemed non-responsive.
2. Respondents are requested to submit a Project Reference Check Form for each project claimed in response to corresponding mandatory requirement(s).
3. Respondents should only provide the required reference project(s) as indicated in each mandatory requirement. If more than the required number of reference project(s) is provided, the Respondents will be required to clarify which reference project(s) apply to corresponding mandatory requirement(s).
4. In determining years of experience, overlapped years or months for projects submitted by the Respondent to demonstrate such experience will only be counted once for evaluation purposes.
5. Reference project(s) must have been commenced by the ITQ closing date. For projects that have not been completed at the ITQ closing date, the project duration will be calculated as the duration between the project start date and the ITQ closing date.

Legal Requirements:

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
M1	Corporate / Organization	The Respondent must provide its full legal name. If the respondent is a joint venture, the full legal name of each joint venture member must be provided as well.	
M2	Corporate / Organization	The Respondent must provide an organization chart for the Respondent showing all persons including, but not	

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
		<p>limited to, organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies or subsidiaries, whether partly or wholly-owned, as well as individuals, directors, officers and key employees if:</p> <ul style="list-style-type: none"> ✓ one entity [listed above] controls or has the power to control the other entity, or ✓ a third entity has the power to control the other entities. 	

Financial and Managerial Requirements:

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
M3	Corporate & Financial Stability	<p>The Respondent must have an annual revenue equal to or greater than \$100 million.</p> <p>Please provide the following information:</p> <ul style="list-style-type: none"> ✓ Vendor Name, Corporate Address, and Canadian office locations; ✓ Vendor Contact Information (Name, Telephone Number and e-mail Address); ✓ Vendor IT Security Contact (Name, Telephone Number and e-mail Address); ✓ Vendor Privacy Contact (Name, Telephone Number and e-mail Address); ✓ Brief Company History; ✓ Financial statements for the 3 most recent fiscal years. 	
M4	Corporate Industrial Security	<p>The Respondent must maintain information security policies and procedures that meet the following standards for the duration of the contract:</p> <ul style="list-style-type: none"> ✓ ISO 27001 or FedRAMP moderate control baseline with SOC2 reports; and ✓ AICPA Service Organization Control (SOC) – SOC 2 Reports; <p>In that regard the Respondent must:</p> <ul style="list-style-type: none"> ✓ Provide Elections Canada with a copy of each certificate or evidence confirming they qualify for the certification such as an attestation letter from 	

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
		<p>their auditor; and</p> <ul style="list-style-type: none"> ✓ Agree, in writing, to participate in annual Industrial Security audits performed by either Elections Canada, or Public Services and Procurement Canada, or a qualified third party designate of either Elections Canada or Public Services and Procurement Canada. 	

Technical Requirements:

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
M5	Enterprise Hosting Experience	<p>The Respondent must provide three (3) client references that demonstrate how it meets this requirement. At least one (1) of the client references must be, or must have been an Enterprise hosting client of the Respondent for a minimum of thirty-six (36) consecutive months. At least one (1) of the client references must have a minimum annual billing of \$90,000 (applicable sales taxes included) for “enterprise hosting services”. The calculation of the \$90,000 cannot incorporate the fees associated with professional services rendered in relation to the “enterprise hosting services”.</p> <p>“Enterprise hosting services” must include all of the following:</p> <ul style="list-style-type: none"> ✓ hosting services; ✓ cloud services; ✓ legacy system hosting; ✓ disaster recovery services; ✓ proactive monitoring; ✓ help desk services; and ✓ Operating System software upgrades and maintenance and associated licensing. <p>A “client” is any organization that is unrelated to the Respondent (hereinafter “Client”).</p> <p>An “unrelated client” is one that is not, in any way, an affiliate of any of the other clients used to respond to this requirement (hereinafter “Different Client”).</p>	

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
		<p>Each client reference must contain the following information:</p> <ul style="list-style-type: none"> ✓ Client organization name, address, telephone number and email addresses; ✓ Year and month of the start and end date (if applicable) of “enterprise hosting services”; ✓ Number of months that “enterprise hosting services” were provided by the Respondent; and ✓ Amount billed annually (applicable sales taxes included) to the client for “enterprise hosting services”, which amount must exclude the fees associated with professional services rendered in relation to the “enterprise hosting services”. 	
M6	Hosting Facilities	<p>The Respondent’s hosting facilities must include two separate and geographically distinct UTI Tier III certified Data Centre facilities or facilities that meet UTI Tier III certification requirements, located in Canada. The Respondent must demonstrate how it meets this requirement by providing the following information:</p> <ul style="list-style-type: none"> ✓ Location of the primary data center infrastructure which will be used to provide the service (Street, City, Province and Postal Code); ✓ Description of the primary data center facility; ✓ Location of the alternate [“Disaster Recovery”] site/s (Street, City, Province, Postal Code) ✓ Description of the alternate [“Disaster Recovery”] site/s ✓ Assurance that all transmission of data between the Primary and Disaster Recovery sites must remain in Canada to maintain data sovereignty. 	
M7	Operations and Maintenance	<p>The Respondent must demonstrate experience, obtained during the five years prior to the closing date for this ITQ, on boarding, installing, operating and maintaining “enterprise hosting services” that include the following services:</p> <ul style="list-style-type: none"> ✓ An “on-boarding” service methodology to facilitate transition from a pre-existing enterprise hosting provider; ✓ Service configuration/reconfiguration/optimization; ✓ Maintaining application development 	

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
		<p>infrastructure built for different “System Development Life Cycles” (SDLCs) including “Waterfall”, “DevOps”, “Agile”, etc.;</p> <ul style="list-style-type: none"> ✓ Application hosting orchestration and management; ✓ Cooperative governance with clients; ✓ An ISO standard “Quality Assurance” (ISO 10005:2005) model; ✓ ITIL v3 based “IT Service Management”; and ✓ An “off-boarding” service methodology to facilitate transition from the “enterprise hosting services” provider to another unaffiliated “enterprise hosting services” provider. <p>Note: The Respondent must provide a detailed description of how it has provided each of the above and must provide five (5) different client references, one for each of the above services so that EC may validate the information provided by the Respondent with its client.</p>	
M8	Server Management and Maintenance	<p>The Respondent and/or its “core team members” must have experience, obtained during the five (5) years prior to the closing date for this ITQ, in building, deploying and operating 1,000+ virtual servers for each of three (3) individual customers, where each customer has 1,000+ employees.</p> <p>The Respondent must describe in sufficient detail the extent of the overall corporate experience of it and/or its “core team members” in the supply and servicing of those servers, including maintenance and break/fix, operating 24 hours per day, 7 days per week, 365 days per year with at least a 4-hour response time, over the past 2 years.</p>	
M9	Bilingual Support Services	<p>The Respondent must have provided to a Client a centralized service desk and network operations center located in Canada to manage “enterprise hosting services” for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the service desk and network operations center it provided met or exceeded all of the following:</p>	

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
		<ul style="list-style-type: none"> ✓ provided 7 day x 24 hour x 365 day service monitoring; ✓ provided 7 day x 24 hour x 365 day change and incident tracking; ✓ provided 7 day x 24 hour x 365 day incident escalations; and ✓ provided 7 day x 24 hour x 365 day bilingual (English and French) phone support. 	
M10	Cloud Services	<p>The Respondent must demonstrate that it or it's "cloud service partners" use open, published, and supported mechanisms to enable interoperability between components and to facilitate the migration of applications.</p> <p>The Respondent and/or it's "cloud service partners" must demonstrate that it provided the following services:</p> <ul style="list-style-type: none"> ✓ Service provisioning; ✓ Trouble ticketing; ✓ User provisioning (e.g. to manage users and facilitate user creation and ongoing management) ✓ Authentication (e.g. to enable SSO experience) ✓ Service by monitoring (e.g. resource usage statistics, alerts); and ✓ Service state transitions (e.g. start, stop) <p>The Respondent must demonstrate that the cloud management platform described above consists of but not limited to the following functions:</p> <ul style="list-style-type: none"> ✓ self-service portal; ✓ service catalogue; ✓ chargeback/show back; ✓ capacity management; ✓ performance management; ✓ configuration and change management; ✓ life cycle management; ✓ orchestration; and ✓ external cloud connector. <p>The Respondent must provide three (3) client references that demonstrate how it meets this requirement. At least one (1) of the client references must be, or must have been an Enterprise hosting client with the Respondent for a minimum of thirty-six</p>	

#	Requirement Area	Mandatory Requirement	Cross Reference to Response
		(36) consecutive months.	

Annex C: Definitions (Revised March 22, 2017)

- 1.01.01 This Annex outlines the terminology and acronyms employed throughout the ITQ but not already defined or interpreted in the ITQ.
- 1.01.02 The definitions of words and terms in the ITQ apply to capitalized words and terms used as if those words and terms were defined herein.
- 1.01.03 The headings used in the ITQ are inserted for convenience of reference only and shall not affect their interpretation.
- 1.01.04 In the ITQ, words importing the singular number include the plural and vice versa, and words importing the masculine gender include the feminine gender and the neuter.
- 1.01.05 In the ITQ, unless the context otherwise requires:

Affiliate	means a business concern, organization or individual that, directly or indirectly, 1) either one controls or has the power to control the other, or 2) a third party has the power to control both. Indicia of control, include, but are not limited to, interlocking management or ownership, identity of interests among family members, shared facilities and equipment, common use of employees, or a business entity created following the charges or convictions contemplated in this Section which has the same or similar management, ownership, or principal employees as the Respondent that is charged or convicted, as the case may be
Business Day	means a day other than a Saturday, Sunday or statutory holiday in the province of Quebec
CEOC	means Chief Electoral Officer of Canada
CIOB	means Chief Information Officer Branch
Contracting Authority	means the individual responsible for the management of the ITQ, and any changes to the ITQ must be authorized in writing by the Contracting Authority
COTS	means Commercial off the Shelf
DevOps	means Development and Operations
EC	means Elections Canada
Elections Canada	means the Office of the Chief Electoral Officer, commonly known as Elections Canada
External Cloud Connector	Means “software that is supported interoperability between on premise applications and applications that are hosted in the cloud.”
FCP	means Federal Contractors Program

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FCP EE	means Federal Contractors Program for Employment Equity
FPS	means Former Public Servant
Guidelines	means the Resulting Review and Refine Requirements Process Guidelines established in Part 7
ISO	means International Organization for Standardization
ITQ	means Invitation to Qualify and is considered as phase 1 of this procurement process
ITSM	means Information Technology Service Management
Orchestration	means “the ability to manage, co-ordinate and provision all parts of a customer solution automatically, with no admin intervention, ideally from a self-service interface.”
Parent Company	means an entity which controls one or more other entities, called subsidiaries, generally of the fact that it owns, directly or indirectly, a participation giving it the right to elect the majority of the members of the board of directors of this or of these entities.
Qualified Respondent	means the person or Affiliate (or, in the case of a joint venture, the persons or Affiliates) who successfully qualify during phase 1 of the ITQ once the evaluation process is completed
Qualified Respondent’s Representative	means the individual designated by the Qualified Respondent’s as the main point of contact for the Elections Canada Contracting Authority and Technical Authority throughout the ITQ
NDA	means Non-Disclosure Agreement
RRR	means Review and Refine Requirements and considered as phase 2 of this procurement process
RRR Participant	means the individuals participating in the RRR process on behalf of the Qualified Respondent
Respondent	means the person or Affiliate (or, in the case of a joint venture, the persons or Affiliates) submitting a response to become a Qualified Respondent. It does not include the parent, subsidiaries or other Affiliates of the Respondent, or its subcontractors
SDLC	means Software Development Life Cycle
SRCL	means Security Requirements Checklist
Solicitation and Contract Award	means phase 3 of this procurement process
SSO	means single sign on
Technical Authority	means the individual responsible for all matters concerning the technical requirement of the work under the ITQ
UTI	means Uptime Institute