



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. 3	ITQ Amendment Date: March 28, 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. 18

Question: **Part 6. Security, S6.1.2** - The ITQ document states that "... there will be security requirements at the Secret Level for the Solicitation and Contract Award phase". We understand that this refers to Phase 3 of the anticipated procurement process (outlined in section 1.4. and in 1.4.3 in the ITQ document). Is it the intention of Elections Canada that all of the proponent's resources working during the solicitation portion of Phase 3 (e.g. qualified respondents working on the RFP proposal) must have obtained the clearance at the Secret Level? If so, we strongly request that this be amended to stat that "the successful qualified respondent must meet the security requirements at contract award". This could significantly reduce the competitiveness of the bid process as not all bidders will likely be able to meet this requirement at the proposal stage.

Answer: Successful qualified respondent to the ITQ will have to meet the security requirements at bid closing of the RFP.

2.2 Question No. 19

Question: **M4 (Corporate Industrial Security)** - In the table, there is a request to "provide Elections Canada with a copy of each certificate", this alludes to meeting the following standards for the duration of the contract: ISO 27001, AICPA SOC 2 Reports and FedRamp moderate Control baseline with (sic) SOC2 reports". As the contract has not been awarded or signed, will Elections Canada accept if the vendor commits to accept meeting the ISO 27001 standard and provides a suitable recommendation for the SOC 2 framework audit to be followed?

Answer: Please see response to Question # 4 and 5.

2.3 Question No. 20

Question: **M8 (Server Management and Maintenance)** - In the second paragraph of M8, with respect to the proponent's experience in providing maintenance and break/fix services, the last part of the sentence states "... over the past 2 years." Are we correct in assuming that it could mean services provided to clients "within the last 2 years"?

Answer: Yes, this is correct.

2.4 Question No. 21

Question: **M7 (Operations and Maintenance)** - In requirement M7 of the ITQ, there is a definition for the phrase "enterprise hosting services". Under that definition of services, there is a bullet for "Application hosting orchestration and management". Are we correct in assuming that "Application hosting orchestration and management" in this context implies to services related to, for example, application software change, configuration and release management?

Answer: Please refer to Annex C – Definitions (revised March 22, 2017). Included within the scope of orchestration is the management of application changes, configuration management and release management.

2.5 Question No. 22

Question: In relation to M4, corporate industrial security; can Elections Canada please confirm the provider certifications outlined in the mandatory requirements (AICPA Service Organization Control (SOC) – SOC 2 Reports, FedRAMP moderate control baseline with SOC2 reports & ISO 27001) must be in relation to the provider's Canadian operations specially and not in relation to the provider's operations abroad.

Answer: Yes, the certifications must apply to the provider's Canadian operations.

2.6 Question No. 23

Question: Can Elections Canada please confirm that all Mandatory customer references supplied using completed Form 2 be Canadian referenced as to ensure that the required services are currently being provided in Canada as a demonstration of the proponent's ability to meet Election Canada's data sovereignty requirements?

Answer: No, See response to Question # 7.

2.7 Question No. 24

Question: Mandatories References M5, M7, M8, M9, M10 - Are we allowed to include references from our ultimate parent company?

Answer: Yes, see Response to Question #7.