



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. 4	ITQ Amendment Date: April 3, 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. 25

Question: With respect to Mandatory M8, "Server Management and Maintenance", we request that the number of virtual servers be decreased to 500+ per customer reference. In our experience with many Canadian and Global customers the 1,000+ is a very high benchmark. The ability to demonstrate server management and maintenance capabilities is quite similar whether there are 500 or 1,000 servers being managed and maintained.

Answer: Mandatory M8 will be amended, as such Annex A: ITQ Mandatory Evaluation Criteria is amended in accordance with Section 3.1 of this amendment.

2.2 Question No. 26

Question: In order to provide our SOC2 Compliance, we must have a Non-Disclosure Agreement in place with Elections Canada. Our SOC2 Compliance contains proprietary information which cannot be released or distributed. Will Elections Canada sign a Non-Disclosure Agreement with the bidder on their SOC Compliance? Alternately, Elections Canada could make bidders attest to their SOC2 Compliance with the provision of the actual SOC2 Compliance information mandatory for contract award. This would allow only the successful bidder to provide proprietary SOC2 information.

Answer: Please see response to question #4.

2.3 Question No. 27

Question: With reference to Annex A, M8: Elections Canada indicates a requirements for 3 reference customers running 1000+ virtual servers each. It is our experience that only very large outsourcing agreements would be to such scale and there would be very few customers with such a scale that would be outsourcing in the Canadian market. Can Elections Canada change the 1000+ virtual server requirement to be cumulative across 3 – 5 reference clients instead of individual?

Answer: Please see response to question #25.

PART 3. AMENDMENTS

3.1 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 April 03, 2017) attached to this ITQ Amendment.

Annex A: ITQ Mandatory Evaluation Criteria (Revised April 3, 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 	

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		<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>	

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		<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 	

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		<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, across up to 5 customers, with at least one of the customers having a minimum of 300 virtual servers, 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</p>	

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		<p>provided met or exceeded all of the following:</p> <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</p>	

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		must be, or must have been an Enterprise hosting client with the Respondent for a minimum of thirty-six (36) consecutive months.	

