



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.

<b>ITQ Amendment No.</b>  5	<b>ITQ Amendment Date:</b>  April 4, 2017
<b>Office of the Chief Electoral Officer File No.</b>  ECCL-ITQ-16-0226	
<b>Title:</b> Corporate and Events Hosting and Operations Management	
<b>Invitation to Qualify Closing Date:</b>  April 19, 2017 at 2:00PM (Gatineau time)	
<b>ENQUIRIES – address enquiries to the Contracting Authority:</b>  <b>Office of the Chief Electoral Officer of Canada</b> Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6  <a href="mailto:proposition-proposal@elections.ca">proposition-proposal@elections.ca</a>	
<b>Attention:</b>  Chantal Lagacé	<b>Tel No.</b>  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. 28**

Question: M4. We provide hosting services and support to clients in a variety of industry segments; financial institutions, government agencies, insurance companies and regulators. None of these clients have ever requested that we demonstrate a certification or a letter of attestation that meet the standard of the American Institute of CPAs (AICPA) Security Organization Control (SOC 2) requirement.

**We ask Elections Canada to remove the AIPCA SOC 2 as a mandatory requirement for M4.**

Answer: The certifications listed in M4 are mandatory. Please refer to the responses to Questions 4 and 5.

**2.2 Question No. 29**

Question: M5. We host and provide services to our clients that meet all the mandatory criteria but "cloud services".

**We ask Elections Canada to remove the cloud services in M5 as a mandatory requirement.**

Answer: The requirement for cloud services is mandatory. Partnering with a cloud service provider to deliver cloud services is acceptable.

**2.3 Question No. 30**

Question: M9. Elections Canada is asking proponents to submit one (1) client reference where the proponent provides both a centralized service desk AND a network

operations centre (NOC). We are requesting Elections Canada if we can submit two references; one reference for the centralized service desk and one reference for the network operations centre (NOC). As mentioned, we have clients who use one or the other, and not necessarily using both services.

Answer: Yes, EC will accept one reference for the centralized service desk and one reference for the network operations centre (NOC).

#### **2.4 Question No. 31**

Question: We acknowledge that an extension to April 19th was granted in Amendment 1. However given the upcoming Easter holidays and discrepancies between public sector and private sector holidays we request Elections Canada to clarify the deadline for submitting enquiries and request a 1 week extension to account for the holidays.

Answer: Please reference Subsection 2.19.1 of the ITQ which states “All enquiries must be submitted in writing to the Contracting Authority no later than 10 Business Days before the ITQ closing date. Enquiries received after that time may not be answered.” To that effect no further extensions to the closing date will be granted.

#### **2.5 Question No. 32**

Question: As a private company we do not release the financial statements. We request that mandatory requirement M3 be updated to accept either i) financial statements for the 3 most recent fiscal years or ii) publicly available financial information and a letter from our financial institution to illustrate financial viability.

Answer: EC requires reliable evidence of an annual revenue equal to, or greater than, \$100 million for the 3 most recent fiscal years.

#### **2.6 Question No. 33**

Question: During the RRR process (Annex B) Qualified Respondents are required to sign an NDA. As an employer we protect our personnel from taking on personal liability should there be a breach of contractual obligations. Please confirm that it is acceptable for the company to sign the NDA and commit to taking full responsibility for all personnel who has access to confidential information.

Answer: It is acceptable for the company to sign the NDA. Please refer to the definition of “Qualified Respondent” in Annex C to Part 7 Definitions of the ITQ.

**2.7 Question No. 34**

Question: Requirement M5 requires client references that demonstrate "Enterprise hosting services" including legacy systems hosting. Please clarify if the request to provide exactly three (3) client references or a minimum of three (3) client references.

Answer: The requirement is to provide 3 references.

**2.8 Question No. 35**

Question: We understand that mandatory requirement M5 is intended confirm the respondent ability to host EC's legacy systems. Please clarify the breadth of legacy systems that the Respondent would be required to host.

As the Respondent, we will prime the operations and management the corporate and events solution and leverage a commercial cloud supplier of cloud services who will be providing the architecture, delivery and operations of the technical environments. It is our view that the mandatory requirements are drafted in a way that they appear to favor managed service providers who operates their own data centre and does not enable the benefits of leveraging global cloud provider services. For example, M6 begins with "The Respondent's hosting facilities ..." while M10 explicitly states "The Respondent must demonstrate that it or it's "cloud service partners..." We request that Elections Canada clarify which mandatory requirements must be provided by the Respondent and which requirements can be satisfied by demonstrating capabilities and qualifications of a commercial supplier of cloud services."

Answer: Annex A to the ITQ provides a high level overview of the scope of the legacy systems. During the RRR phase of this procurement process the scope of the requirement for EC's enterprise hosting will be shared with successful vendors. As described in Subsection 2.4.2 of the ITQ.

**2.9 Question No. 36**

Question: M10 "Cloud Services" states that the requirements must be met by the Respondent and/or it's "cloud services partners". Can you please confirm that the Respondent can use client references from the "cloud service partner" which is not a Respondent, Respondent Affiliate or Joint Venture member?

Answer: Yes, a respondent can use client references from a "cloud service partner" which is not a Respondent, Respondent Affiliate or Joint Venture member as long as that "cloud service provider" is a partner in the respondent's delivery of the services to EC.

**2.10 Question No. 37**

Question: Form 2: Project Reference Check Form, we respectfully request that the following information not be required upon ITQ submission but upon qualification to the next phase.

- Name of Client Contact
- Current Telephone Number of Client Contact
- Current Email address of Client Contact

Answer: EC will not be amending Form 2 – Project Reference Check Form, as per **Section 2.15 Conduct of Evaluation** of the ITQ.

**2.11 Question No. 38**

Question: ITQ Submission close date- Due to the preceding Good Friday/ Easter holiday, would Elections Canada kindly consider extending the close date of this ITQ (April 19) another 2 weeks (May 3rd) to allow suppliers additional time to complete comprehensive proposals and maximize value for Elections Canada?

Answer: EC will not be granting an extension.

**2.12 Question No. 39**

Question: M6. Hosting Facilities- Our Company has many hosting facilities across Canada that would meet the requirements in M6. It is difficult to determine which facilities provide the best value to Elections Canada without additional detail on Elections Canada's requirements which will come at a later date in the procurement. Does Canada want us to provide all facilities that could be appropriate?

Answer: At the ITQ stage you may provide information about 2 of your facilities and subsequently, when you determine which facilities provide the best value to Elections Canada, you may submit your cost-effective proposal.