



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

REQUEST FOR PROPOSAL AMENDMENT

The Request for Proposal is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Proposal remain the same.

RFP Amendment No.	RFP Amendment Date:
2	February 23, 2018
Office of the Chief Electoral Officer File No.	
ECAT-RFP-17-0552	
Title:	
Pay and Related Payroll Services for Workforce Management of Field Personnel	
Request for Proposal Closing Date:	
March 6, 2018	
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:	Tel No.
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Part 1. Interpretation

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Proposal for Pay and Related Payroll Services for Workforce Management of Field Personnel bearing number ECAT-RFP-17-0552 and dated January 23, 2018 (the "RFP"). This amendment hereby forms part of the RFP.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFP and used in this amendment shall have the same meanings assigned to them in the RFP.

Part 2. Questions and Answers

The following question has been asked in response to the RFP and Elections Canada hereby answers as follows:

2.1 Question No. 4

Question: In the Statement of Work, Annex A, Part III Scope of Work, paragraph 4.01 Canada states that "Contractor must provide a COTS solution for use by EC on its own premises..." In the next paragraph, 4.02, Canada states that the "solution must be ... non-cloud based."

In the Statement of Work, Annex A, Appendix C – Security, paragraph 2.01.02 "Residency" Canada states that "... all data ... must reside in the geographic boundaries at all times."

The first statements imply that an on-prem deployment is the only acceptable approach, whereas the Residency statement implies that the contractor has some degree of flexibility with regards to architectural design, and that the contractor is responsible for ensuring the data remains in Canada. These two sets of statements appear to be contradictory.

Could Canada please clarify its requirements regarding on-prem versus cloud, and could Canada please clarify how responsibility falls to the contractor to ensure that data residency requirements are fulfilled?

Answer: Elections Canada recognizes that cloud-based solutions may be able to address its requirements. However, given its stringent requirements surrounding data residency, privacy and ITSG-33 Security requirements, a full cloud-based technology options will not be accepted for its payroll calculator solution.

As such, Elections Canada is open to a solution where the data capture and data storage

is done from an on-premise solution and data exchange with the contractor's data centre for processing (i.e. Payroll calculator) is taking place using secure connectivity protocols (e.g. Transmission through dedicated port, through SFTP file exchange, etc.) to facilitate self-serve workforce management and to calculate net pay, statutory deductions and so on. Throughout the entire process, particularly during such data exchanges, all information must reside within Canada. The onus will be on the Contractor to adhere to security and data transfer protocols, including encryption of data to ensure continuous secure transmission and processing of payroll, payment and workforce management details such as payee profile information, banking information and social insurance numbers entrusted to them and to protect privacy and secure worker details against identity theft.

Bidders must describe how they will provide evidence of meeting security requirements including but not limited to security and data transfer protocols, including encryption of data, and what types of evidence they will supply as part of the technical proposal. The actual submission of evidence will be done after contract award by the selected contractor.

As such, the RFP is amended in accordance with Sections 3.1 and 3.2 of this amendment.

2.2 Question No. 5

Question: In order to deliver to Canada the most compelling and cost-effective solution possible, our firm is working with a Canadian solution provider with proven expertise, a large investment in innovation, and impressive credentials delivering comprehensive pay and payroll related services.

Will Canada remove the restriction in Technical Criteria M1 "Corporate Experience" stating "where the bidder was the prime contractor" and allow for project references from partners and sub-contractors to be included in the response?

Answer: No, Elections Canada will not allow for project references from partners and sub-contractors to be included in the response to M1 – Corporate Experience. The Bidder must have direct project experience and expertise as the prime contractor in the provision of workforce management and related payroll and payment services.

Part 3. Amendments

3.1 Amendment to Appendix C of Annex A

Appendix C – Security of Annex A – Statement of Work, Subsection 2.01.02 of the RFP is hereby amended to read in its entirety as follows:

2.01.02. Residency

The Contractor must ensure that all the data, including any data backups, and that any database and other data support containing any data related to the Contract, must reside in the geographic boundaries of Canada at all times. The Contractor must ensure that all data network traffic (meaning data traffic or transmissions initiated in one part of Canada to a destination located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route data network traffic through another country if any data is encrypted with EC-approved cryptography and if the private key required to decrypt the data is kept in Canada in accordance with key management and storage processes approved by EC.

The Contractor must adhere to security and data transfer protocols, including encryption of data to ensure continuous secure transmission and processing of payroll, payment and workforce management details such as payee profile information, banking information and social insurance numbers entrusted to them and to protect privacy and secure worker details against identity theft.

The Contractor must enforce applicable controls from the ITSG-33 suite listed in Section 5.0 PAYROLL CALCULATOR SERVICES – SECURITY CONTROLS of Appendix C of Annex A, at all times. For Work performed at a Contractor data centre, for each of the applicable ITSG-33 requirement specified in the SOW and Contract, the Contractor must:

- a) Identify the ITSG-33 controls that will be applied;
- b) Describe how the Contractor will allow EC to validate the application of the controls initially and monitor the controls over the life of the contract; and
- c) Submit the evidence to EC with sufficient time to permit review and acceptance before go-live.

Note that certification by a third party other than another GC agency is not acceptable as proof of control compliance.

3.2 Amendment to Appendix A of Part 7

The RFP is hereby amended by deleting Appendix A to Part 7 – Technical Mandatory Criteria in its entirety and replacing it with the attached Appendix A to Part 7 – Technical Mandatory Criteria (Revised on February 23, 2018).

Appendix A to Part 7 – Technical Mandatory Criteria
 (Revised on February 23, 2018)

TABLE A – MANDATORY TECHNICAL EVALUATION CRITERIA

#	Title of Criterion	Submission Requirement	Scoring Methodology
M1	Corporate Experience	<p>The bidder must provide two separate project references of similar size, scope and complexity to the requirements of the RFP where the bidder was the prime contractor and has demonstrated experience in the provision of payroll and workforce management services for personnel, hosted and supported, within the last five years prior to the closing date of the RFP, that have a contract value of \$500,000 excluding taxes or greater and a minimum of one year in term.</p> <p>The demonstrated experience must include all of the following:</p> <p>Size: Minimum Contract Value of \$500,000 excluding taxes for bidder’s work on project</p> <p>Scope:</p> <ol style="list-style-type: none"> 1. Pay and Related Payroll Services for Workforce Management project including the complete payment lifecycle (e.g. net pay calculations, payroll/payment issuance, producing statement of earnings, and remittances) 2. Minimum project duration of 12 months within the last 5 years prior to the closing date of RFP 3. Integration with client infrastructure to provide a solution 4. Hardware and software used in solution are all field-proven technology (means “deployed” to clients) 5. Successful provision of second (Tier 2) and third (Tier 3) level support for payroll services and for hardware and software warranty and/or maintenance support services for at least 12 months per the definitions of this RFP 6. Successfully provided training services on the use and maintenance of the delivered solution 	<p><input type="checkbox"/> Met</p> <p><input type="checkbox"/> Not Met</p>

#	Title of Criterion	Submission Requirement	Scoring Methodology
		<p>Complexity:</p> <p>The solution complexity involved:</p> <ol style="list-style-type: none"> 1. Pay processing of single or multiple organizations 2. Flexible to adapt to changing business rules and new legislation/regulations 3. Provision of services in both official languages of Canada, namely, English and French <p>The bidder must provide:</p> <ol style="list-style-type: none"> a) Description of the work; b) Description of the integration of any third party components (if applicable); and c) Use the project reference template in (RFP reference) to provide the information in its technical proposal. 	
M2	Bid Certifications	The bidder must meet all of the certifications requirements of the RFP, Part 3 and Part 9.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
M3	Security Requirements – Security Requirement Check List (SRCL)	<p>The bidder must meet all the Security Requirements of the RFP, Annex A – SOW and the SRCL of this RFP.</p> <p>The bidder must describe how it will provide evidence of meeting security requirements relating to security and data transfer protocols, including encryption of data, and what types of evidence they will supply as part of the technical proposal.</p>	<input type="checkbox"/> Met <input type="checkbox"/> Not Met