



Questions and Answers (Q&A)

RFI# HC 1000202407

Workflow and Data Management System for Tobacco Control Inspections and Reporting

1. How many regions are defined for inspection activities?

Canada is divided into 3 main Regions (East, West and Ontario) with respect to inspection activities related to Tobacco Control Inspections with several sub-regions (e.g., Atlantic). National policy coordination and guidance is provided by a fourth Region located in the National Capital Region of Canada.

a. Are these regions staffed by a single agency or are there 3rd party agencies involved?

All regions are staffed by Health Canada.

b. Can staff be responsible for C&E Activities across regions?

The majority of C&E activities are handled by staff within a single region. However, in some instances, activities may span across regions with respect to certain inspection activities, such as internet-based inspections, audits and surge capacity for manufacturer and retail inspections.

2. With what frequency are industry reports submitted?

The frequency of report submission is related to the type of industry report, as defined in the *Tobacco Reporting Regulations* (TRR). Specific industry reports are submitted on a monthly, quarterly, semi-annually, annually, biennially, and ad-hoc basis.

a. What is the current format of the industry reports?

Industry reports are currently submitted on paper and in various electronic formats, including PDF, Excel, and Word. Paper industry reports are normally scanned to PDF upon receipt.

b. What data volumes, on average, does an industry report contain?

An industry report contains between 1MB to 10MB of data on average; however, some industry reports contain images, which can increase the size to several GB.



3. Does the requirement for bilingual French and English apply to all parts of the solution (eg public portal, back (or staff) office) or would Health Canada consider a solution that is bilingual in the Customer Portal only?

Upon implementation, the solution must be bilingual in all parts.

4. What are the anticipated number of users for the new solution? By region?

There are two different types of users: Health Canada staff and establishment representatives. We anticipate approximately 100-200 Health Canada users spread across all regions. We anticipate at least 400 users external to Health Canada (i.e. establishment representatives submitting industry reports).