



SHARED SERVICES CANADA

Amendment No. 005

to the Request for Proposal for the Procurement Process for IRCC Stakeholder Database Information Management System

Solicitation No.	18-69092	Date	June 26, 2018
GCDocs File No.		GETS Reference No.	PW-18-00828774

This Amendment is issued to modify the RFP and answer question(s) raised by supplier(s) as of **2018-06-18**. Except as expressly amended by this document, all the terms and conditions of the RFP remain unchanged.

THIS SOLICITATION AMENDMENT IS ISSUED TO:

1. Publish Canada's Responses to suppliers' questions.
2. Modify the Request for Proposal.

NOTE: Respondents' clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell.gc.ca out of sequence.

1. CANADA'S RESPONSES TO RESPONDENTS QUESTIONS

Question 5:

In Amendment 3 of this RFP that was release on June 15, 2018 the Crown indicated that:

The vendor must provide all required hardware platforms and storage to support the solution at "Protected A" level as per the Statement of Work section 5.3. TECHNICAL ENVIRONMENT: The solution and all stored data must be hosted on a dedicated secure server within Canada which aligns with the requirements listed in Appendix A.

In order to be able to provide a response to this RFP will the Crown please provide the names and locations of all Vendors who have been certified to Support "Protected A" solutions for the Government of Canada as per the above statement.

Answer to Question 5:

Canada cannot provide the requested information as this information is proprietary to the respective vendors and not information that would be commonly shared during a procurement process.

The Bidder has stated that the requested information is required in order to respond to the RFP. Canada reminds the Bidder that the RFP has stated that the onus on the bidder to propose a solution that meets the Crown's requirements.

The Bidder is also reminded to review Section 1.2.5 of the RFP where Canada identifies the location of the security requirements in the RFP (Part 6) as well as provides a web link (<http://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html>) that provides to additional information related to any questions a bidder may have related to this information.

Question 6:

Can you please clarify whether IRCC is looking to procure a Cloud solution or an outsourced hosted solution? The SOW asks for a web-based, COTS solution that can be procured through a subscription, which could indicate a cloud solution is the intended outcome, however, 5.3.1 of the SOW states that the solution and data need to be hosted on a dedicated secure server, which isn't consistent with standard cloud solutions. Further, some of the security requirements in section 7.4 of the RFP seem to indicate that IRCC is not intending to procure a cloud solution.

Answer to Question 6:

IRCC is looking for an outsourced hosted solution (i.e., managed service) that hosts all data on a dedicated server within Canada and not a Cloud server.

Question 7:

<5.5.19> Can you please provide the use case where the solution will send 50,000 emails per hour?

Answer to Question 7:

IRCC would use this solution to send e-mails to various subscription lists, which could comprise of over 50,000 e-mail addresses. IRCC maintains a series of public facing subscription lists – some of which are over 100,000 subscribers in size. IRCC requires that e-mails (e.g. news releases) be sent out at a rate of 50,000 emails per hour at minimum so that information is disseminated quickly. This requirement is linked to requirement 5.4.12 and 5.4.13 in Annex A - Statement of Work.

Question 8:

<5.3.4 & 5.3.5> Can you please confirm that the solution will need to support Microsoft Outlook 2007 in addition to version 2013 and above?

Answer to Question 8:

Correction to the Statement of Work 5.3.5 - The solution must connect to and interoperate with Microsoft Outlook 2013 and be compatible with future versions of Microsoft Outlook.

2. MODIFICATIONS

MODIFICATION 001

RFP, Annex A - Statement of Work (Pg. 02 of 14)

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5.3.5 The solution must use data information to and from (interoperate) with Microsoft Outlook 2007 (12.0.6680.5000) service pack 3 and must be compatible with future versions of Microsoft Outlook.

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5.3.5 The solution must connect to and interoperate with Microsoft Outlook 2013 and be compatible with future versions of Microsoft Outlook.

MODIFICATION 002

RFP, Attachment 4.1 – Technical Evaluation (Pg. 03 of 14)

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Mandatory Number	SOW Reference	Category	Mandatory Requirement	Bid Reference (Page and Paragraph)	Submission requirement	PoP Test
M11	5.3.5	TECHNICAL ENVIRONMENT	The solution must use data information to and from (interoperate) with Microsoft Outlook 2007 (12.0.6680.5000) service pack 3 and must be compatible with future versions of Microsoft Outlook.		Description of solution interoperability with Microsoft Outlook.	✓

INSERT

Mandatory Number	SOW Reference	Category	Mandatory Requirement	Bid Reference (Page and Paragraph)	Submission requirement	PoP Test
M11	5.3.5	TECHNICAL ENVIRONMENT	The solution must connect to and interoperate with Microsoft Outlook 2013 and be compatible with future versions of Microsoft Outlook.		Description of solution interoperability with Microsoft Outlook.	✓

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The following is a summary of Attachments/Amendments issued to date for this solicitation:

Document	Distribution	Date	Description
Amendment 1	Buyandsell.gc.ca	June 8, 2018	1. Publish Canada's Response for Question 1.
Amendment 2	Buyandsell.gc.ca	June 15, 2018	1. Publish Canada's Response for Question 2.
Amendment 3	Buyandsell.gc.ca	June 15, 2018	1. Publish Canada's Response for Question 3.
Amendment 4	Buyandsell.gc.ca	June 20, 2018	1. Extend the closing date of the ITQ 2. Publish Canada's Response for Question 4.
Amendment 5	Buyandsell.gc.ca	June 26, 2018	1. Publish Canada's Response for Questions 5, 6, 7 and 8. 2. Publish Modification 001 and Modification 002 to the RFP.