# Questions and Answers (Q&A)

## RFI# HC 1000202407

## Workflow and Data Management System for Tobacco Control Inspections and Reporting

8. What is Health Canada's current process in regards to handling industry reports processing, and compliance and enforcement activities? Is this a manual or automatic process?

   The Tobacco Control Directorate of Health Canada currently handles both industry reports and compliance and enforcement activities in a semi-automated process.

   - Industry reports are currently received in unstructured electronic and/or hard copy format by the Tobacco Control Directorate. The industry reports are manually documented in the current solution. The solution enables the documentation of each step of the compliance and enforcement process for industry reports, including the identification of absent reports.

   - For all other areas of the *Tobacco and Vaping Products Act*, compliance and enforcement activity planning, execution and outcomes are documented in the system.

   The Tobacco Control Directorate requires an integrated solution with automated business rules to replace the existing systems.

9. What are the key business problems that Health Canada is facing?

   The key business problem faced by the Tobacco Control Directorate of Health Canada is to provide an effective, efficient, and timely solution that will enable integration of compliance and enforcement activities, industry report processing, and business intelligence and data analytics. Specifically, the Directorate requires a solution for the planning and management of activities to collect, maintain and process information related to the legislative requirements for industry reports and the compliance and enforcement of the *Tobacco and Vaping Products Act*.

10. Does Health Canada prefer either an online or on-premise solution?

    The Tobacco Control Directorate of Health Canada is open to on-premises and/or cloud/provider hosted options.

11. Does Health Canada have a reporting tool? Such as Power BI?

    Currently, the Tobacco Control Directorate of Health Canada uses Cognos Analytics.

12. Does Health Canada have a document management system?

The GCDocs document management system is available to the Tobacco Control Directorate of Health Canada.

13. Out of respect for our existing customers, it is our policy that we do not provide direct customer contacts as references until we have either been short-listed or selected. At this stage, we are willing to provide the names of organizations that are our customers. We are more than happy to provide customer contact information at later stages of the procurement process. Please advise whether Health Canada is amenable to this.

The Tobacco Control Directorate of Health Canada is amenable to this option.