



Question 1: Is it Canada's intention to have documents created and/or edited online as opposed to created and/or edited locally on the user computer and then uploaded to the solution

Response: No, the intention is to have the documents created locally and then uploaded to the solution.

Question 2: Is the browser compatibility documented in this document an accurate representation of the requirement? The requirement for IE 5+ and Mozilla 2+ does not align with the manufacturers support as Microsoft discontinued support for IE 10 in Jan 2016 and Mozilla 2.0 was released in Oct 2006 and are currently at version 69.

Response: Ensure that the latest approved browsers versions are supported to ensure users can use all application functionalities. The client uses Internet Explorer.

Question 3: Is it Canada's intention that user provided data is entered in the users preferred language and will always be presented in that language? For example, an English user create a folder called "Reports" within their accessible folder structure. Subsequently a French user accessing the system who has access to the same folder structure will see the folder as "Reports" and not "Rapports".

Response: Yes, the intention is that users provided data is entered in the users preferred language and will always be presented in that language.

Question 4: The functionality described in these items is not documented anywhere else in the bid solicitation. Are these items functional requirements of the desired solution or added benefits?

Response: The items described are added benefits that if the solution offers, the bidder will be awarded points in the evaluation.

Question 5: Is the contractor required to use a CSP if they already have an infrastructure in place to support other Canada, protected B, services that has passed an SA&A for each implementation?

Response: No. If the vendor doesn't use a CSP, they will need to provide their own Protected B credentials for a private datacenter.



Question 6: Is it possible there is already an existing solution/vendor for this contract. Given the described requirements, this kind of solution typically requires 8-10wks development time (BOX, Sharepoint etc.) and few weeks of testing cycles and business validation prior to launch. Out-of-box file sharing solutions, or platforms that might serve as a base for a solution answering all requirements would require additional development to support unlimited user access (per user license is not cost-effective) , two-factor authentication (integration with AD /soft-hard token tool) and be compatible with IE 5+ etc...

Response: Yes, there is an existing solution and vendor performing the contract.

Question 7: Are you expecting it to be on cloud or on premises?

Response: The solution must be on cloud.

Question 8: Where is the data residing?

Response: The data residency must be in the geographical boundaries of Canada.

Question 9: Project coordination software or Project Management software. What is the requirement?

Response: Project Management software.

Question 10: Should the Project coordination or management software be presented as one solution with the File Sharing service or can they be different packages that work in conjunction with one another?

Response: One solution.

Question 11: What is the security component mentioned in the RFP? Is there a standard that we can reference?

Response: The security requirement is Protected B classification.



Question 12: As for customer reference does the reference pertains to the solution or each individual component of the solution? For example does fileflex need 2+ years customer reference or the contractor (in this case Benchmark Corp) reference is sufficient in case.

Response: The solution itself.

Question 13: In the RFP it mentions DFATD have many stakeholders on the projects including External Contractors. The demand they have is for these External Contractors. Not sure what that means but perhaps we can find out?

Response: Internal Government of Canada employees and external consultants/contractors to the Government of Canada.