



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Mainframe & Business Software Procurement Division /  
Div des achats des ordi principaux et des logiciels de  
gestion

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Quebec

K1A 0S5

<b>Title - Sujet</b> ITQ – EAPIMS for Health Canada	
<b>Solicitation No. - N° de l'invitation</b> HT300-193651/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> HT300-193651	<b>Date</b> 2020-06-04
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EEM-052-37776	
<b>File No. - N° de dossier</b> 052eem.HT300-193651	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-06-19</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Nkiama, Ngoma	<b>Buyer Id - Id de l'acheteur</b> 052eem
<b>Telephone No. - N° de téléphone</b> (613) 850-1643 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

**THIS AMENDMENT #002 IS RAISED TO:**

- 1. Extend the ITQ Closing Date**
- 2. Answer to questions from the industry**

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**1. MODIFICATION TO THE ITQ**

**Modification 002: ITQ Closing Date**

The closing date for the Invitation to Qualify (ITQ) is hereby extended from June 12, 2020 to June 19, 2020 at 14:00 Eastern Daylight Time (EDT).

**2. ANSWER TO QUESTIONS FROM THE INDUSTRY**

**Question 002:**

Based on the 2018 RFI, can Health Canada list the COTS products identified that would address core EAP requirements?

**Answer 002:**

Canada believes this information to be irrelevant to the current ITQ process.

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**Question 003:**

For M-6: Proposed Solution - Security, is it mandatory to have third party services (which do not store any client data) to be hosted on AWS Canadian availability zones, or they can be hosted on AWS US availability zones?

**Answer 003:**

Any services or combination of services proposed for the EAPIMS must meet the M-6 security requirements. Irrespective of how the solution is hosted, the data must be stored and processed in Canada. In the case of your example, third party services would also need to be hosted in Canadian availability zones.

**Question 004:**

For R-1.1 Understanding of EAS Project Requirements, what are the Wave 1 deployment projects that will determine the scope of the EAPIMS project

**Answer 004:**

Wave 1 is defined as from the start of the project to the achievement of the go-live state of the proposed EAP solution as detailed in Table 4.1-1 in Annex B.

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**Question 005:**

Please confirm planned start end in October 2020 and estimated end date in June 2021

**Answer 005:**

Despite the COVID-19 pandemic, the plan for the project remains as specified in the Annex B – Draft Statement of Requirements, Table 4.1-1: Master project Schedule Summary.

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**Question 006:**

What is the distribution of Wave 1 services across the 5 Phases listed in the Master Project Schedule? If I can rephrase the question, I was looking for "What is the scope of Wave 1 services?"

**Answer 006:**

Wave 1 is defined as from the start of the project to the achievement of the go-live state of the proposed EAP solution as detailed in Table 4.1-1 in Annex B.

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**Question 007:**

Please provide background on the Respondent Team Members - are they intended to be Partners or Team Leads or other?

**Answer 007:**

Anyone from the respondent team can be a team member. Their official title may be VP, Team Lead, Analyst, Engineer etc. but they would be part of the team from the solution provider involved in the successful implementation of the chosen solution. They are expected to be people / individuals with decision making & execution ability to get the solution implemented.

**Question 008:**

SSC Enterprise Data Centre Service Standards list "External vendor support hours: 24 x 7 x 365 – On Site"

Is Health Canada expecting this support from the solution provider implementing the EAPIMS solution?

With the current COVID-19 pandemic, what is the expectation for onsite support vs. remote support?

Is 24/7 "on call" support with certain agreed-upon SLAs acceptable?

**Answer 008:**

Yes, Health Canada is expecting this support from the solution provider in implementing the EAPIMS solution.

With the current COVID-19 Pandemic, the expectation would be to have remote support as well as on-site support if that is deemed essential. If on-site support is required, appropriate safety measures will be enforced to ensure the safety and security of all personnel.

24/7 on call support would be one of the support streams that is expected given that EAS' EAP service is provided 24 x 7.

**Question 009:**

There are several requirements in the ITQ that are encapsulated in PBMM, but which a PBMM sanctioned solution may not meet. Does PBMM status suffice, or does the provider also need to meet each item listed in the Statement of Requirements? Would Health Canada amend the Statement of Requirements accordingly?

**Answer 009:**

Canada has reviewed the request and the Draft Statement of Requirement remains as is. As indicated in paragraph 1.2 (e) of the ITQ, there are no security clearances required to participate in this ITQ. Canada is including any security requirements in the ITQ to provide respondents advance notice of some of the requirements that are likely to be included in the associated RFP following the Review and Refine Requirements (RRR) Phase.

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**Question 010:**

Section 3.1 - Response Preparation Instructions (a) states that "Pricing is not a requirement and should not be included in the response". Section 4.2 states that responses will be evaluated on (a) Mandatory Criteria (b) Rated Criteria (c) Reference Checks (discretionary) (d) Financial Viability (discretionary).

Please confirm that we are not required to provide pricing for the solution as well as for implementation as part of our response to the ITQ.

**Answer 010:**

Canada confirms that Respondents are not required to provide pricing for the solution as well as for implementation as part of their response to the ITQ.

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**Question 011:**

We are interested in the sub tender. Does our company have to be a registered vendor or can we directly submit our bid as per posted requirements via your email.

**Answer 011:**

As requested in Form 1 – Master ITQ Submission Form, Respondents must provide their Procurement Business Number (PBN). If your company does not have a PBN, you can get one by following instructions found on the [Supplier Registration Information \(SRI\) system website \(https://srisupplier.contractsCanada.gc.ca/index-eng.cfm?af=ZnVzZWFjdGlvbj1yZWdpc3Rlci5pbnRybyZpZD0x\)](https://srisupplier.contractsCanada.gc.ca/index-eng.cfm?af=ZnVzZWFjdGlvbj1yZWdpc3Rlci5pbnRybyZpZD0x).

For response submission procedures, please follow the instructions detailed in the ITQ Section 2.2 - Response Submission Instructions.

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**Question 012:**

Could the Crown specify the functional requirements to be addressed in order to satisfy M1.1? Are these the solution components found in R2.1?

**Answer 012:**

The high-level functional requirements that need to be addressed can be found in Annex B, section 3.2. The detailed requirements will be finalized during the vendor consultation process.

**ALL OTHER TERMS AND CONDITIONS OF THE ITQ REMAIN UNCHANGED**