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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

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Gatineau

Quebec

K1A 0S5

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

Instructions: See Herein

Instructions: Voir aux présentes

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

THIS AMENDMENT #002 IS RAISED TO:

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

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.

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.

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.

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.

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.

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.

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=ZnVzZWJdGlVbj1yZWdpc3Rlci5pbmRybyZpZD0x) (<https://srisupplier.contractsCanada.gc.ca/index-eng.cfm?af=ZnVzZWJdGlVbj1yZWdpc3Rlci5pbmRybyZpZD0x>).

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

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