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**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

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Issuing Office - Bureau de distribution

Mainframe & Business Software Procurement Division /
Div des achats des ordi principaux et des logiciels de
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Title - Sujet ITQ – EAPIMS for Health Canada	
Solicitation No. - N° de l'invitation HT300-193651/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client HT300-193651	Date 2020-06-11
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

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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 #003 IS RAISED TO:

1. **Correct a typo in the English version of Appendix A to Annex C - Project References Forms**
 2. **Answer questions from the industry**
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1. MODIFICATION TO THE ITQ

Modification 003:

In Appendix A to Annex C: Project References Forms.

Delete:

2. Form C-2 - EAPIMS Implementation Project Services References – 2 reference projects are required in response to **Rated M-9**

Replace with:

2. Form C-2 - EAPIMS Implementation Project Services References – 2 reference projects are required in response to **Mandatory M-9**

2. ANSWERS TO QUESTIONS FROM THE INDUSTRY

Question 013:

We don't see a detailed bid schedule (down-selection notification date, RFP planned release date etc.) in the ITQ's timelines. Could you please provide estimated timelines? We only see the ITQ closing date in the amendment now as June 12th though.

Answer 013:

RFP timelines will be determined based on outcomes from the ITQ process and the Review and Refine Requirements (RRR) Phase. The intent is to deploy and operationalize the selected solution within the timelines specified in the Master Project schedule set out in Section 4 of Annex B – Draft Statement of Requirements (SOR).

Question 014:

Is Health Canada planning to retain the ComputerTalk iceEPASS contact centre call management Solution or is it expecting the proponents to provide a new solution even for that component of the services?

Answer 014:

Canada is planning to retain the ComputerTalk iceEPASS contact centre call management solution, which is outside the scope of this procurement.

Question 015:

With regards to R1.2, it is our experience that EAPIMS solutions as described in Annex B Statement of Work, specifically sections (3.1) target deployment, (3.2) functional requirements, (3.3) implementation services and (3.4) web accessibility and usability requirements, deployed in countries similar to Canada (population, language and government structure i.e. Commonwealth countries), demonstrate relevant Business Maturity to satisfy this requirement.

To further increase competition and value for money on behalf of the Crown, would Health Canada consider including projects that were performed for clients outside of Canada as well?

Answer 015:

Canada does not limit the reference projects in M-7 and M-9. As part of the rated requirements, Canada values the experience that was gained in Canada by the respondent for a maximum of 5 points.

Question 016:

Where are the support staff providing support to be located?

Answer 016:

Support can be provided remotely in accordance with the service standards in Appendix A to Annex B: GC Provided Infrastructure Services.

In some cases, on-site support may be required.

Question 017:

Other than English and French, does support need to be provided in any other language?

Answer 017:

No. The proposed software solution, including any technical support services, has to support the two official languages of Canada which are English & French.

Question 018:

What are the Security requirements for the Call Centre staff?

We would appreciate it if Health Canada can clarify what security requirements we need to comply with for our call center staff.

Answer 018:

The proponent's call centre staff must meet the Security requirements identified in Annexe D (Draft Security Requirements Applicable to On-Premises Solutions at the RFP Stage and Any Resulting Contract), Annex E (Security Requirements Check List (SRCL)) and Annex F (Draft Minimum Security Requirements Applicable to SAAS Solutions at the RFP Stage and Any Resulting Contract) as applicable. As indicated in paragraph 1.2 (e) of the ITQ, these requirements address some, but not necessarily all of the requirements which Canada intends to address in the RFP. Additional security requirements may be included in subsequent phases of this procurement process.

Question 019:

We are Protected B certified and have been awarded a certificate from the Public Services and Procurement Canada, Inspections Division under the Contract Security Program (CSP) program and we have finalized the Cloud Protected B contract with SSC. However the website that was referred in the ITQ Section 3.1 Mandatory Technical criteria requirement M6- https://cloud-broker.canada.ca/s/?language=en_CA will take some time to get updated and we are working with the SSC team now to have the broker site updated.

We want to confirm that such a situation doesn't disqualify a proponent/ consortium as by the time RFP stage would arrive, we will have the Cloud Broker site updated.

Answer 019:

As long as the respondent can demonstrate compliance that it has met the mandatory technical criteria of M-6 at time of the ITQ closing, Canada will not disqualify the respondent if the Government of Canada Cloud Brokering Service website is not updated to reflect the respondent's most recent status at the time of the ITQ closing.

Question 020:

The Respondent should state the number of years for which the Respondent has been providing EAPIMS (as defined in Annex B - Statement of Requirements) in Canada.

Given that we have references that meet business and technical requirements of the ITQ in the USA and Canada, why is this restricted only to Canada?

Answer 020:

Canada does not limit the reference projects in M-7 and M-9. As part of the rated requirements, Canada values the experience that was gained in Canada by the respondent for a maximum of 5 points.

ALL OTHER TERMS AND CONDITIONS OF THE ITQ REMAIN UNCHANGED