![CMHC SCHL logo — HOME TO CANADIANS]

QUESTIONS AND ANSWERS

RFx000168 - HRCM RFP
Oct. 1, 2020

CMHC CLARIFICATION - Section 1.9 Mandatory Criteria Item 10 – Functional	

The Solution must include an area (and related fields) for standard HR related cases.

Clarification by CMHC as follows:

Related fields for the potential cases such as:
• Leave requests (Start Date, End Date, Type, Status)
• New hires (Start Date, Status)
• Assignments (Home position, temp position, Start Date, End Date)
• Promotions (Effective Date, new position, etc)
• Transfers (old position, new position, start date, new/old supervisor)
• Pay inquiries (due date, effective date, salary, earning, deduction)
• System requests (access, effective date)
• Security form reviews (transmitted date, due date, security level, etc)
• Telax (telephony system that CMHC's HR department uses for incoming calls. Calls are converted to emails automatically)
• Merit Salary Increase/General Salary Adjustment inquiries (old salary, new salary, rating, bonus amount, RRSP, TFSA)
• Benefits inquiries (insurance type, provider, effective date, etc)
• Other

Question No.	Question	CMHC Response
1	Can you please clarify if an on-premise Solution is accepted or if the CMHC is only looking for a hosted Solution? The information given in the RFP can be interpreted both ways. Page 24 The deliverables: The winning proponent must provide to CMHC the following: (1) A cloud-based system that supports all requirements listed in Sections 1.9 and 1.10 of this Appendix; Page 33:	Hosted Solution Only. Cloud-based system. Software-as-a-solution.

	37 - Technical / Platform: The Solution must be provided as a software-as-a-service (SaaS). The Solution must ensure that there are absolutely no solution components that require hosting or installation on CMHC infrastructure (with the exception of integration plugins for end-user applications). Page 43: 31 – Security: Identify how credentials and digital identities are protected and how they are used in a public cloud, or on-premise applications 32 – Security: Identify if your service supports an IaaS, PaaS, SaaS or an on-premise architecture for delivering your services. Page 71 Appendix E The Target State Architecture definition is driven by guiding principles established by Enterprise Architecture. Enterprise Architecture prefers a platform-based approach and prioritizes cloud-based Software-as-a-Service platforms in order to simplify CMHC's technological landscape.	
2	30 - Technical / Platform The Solution must have and ability to support 100 concurrent users and 2000+ licensed users. 1) Please provide the number of resources that will be managing cases from within the call center and hr department. 2) Please provide the total number of cases being created across all case types.	1) Thirteen (13) employees will be managing cases (8 for HR Shared Services and 5 for Employee Relations /H&S/Disability Management) 2) Typical Volumes Employee relations The group typically gets about 200 cases per year and each case can have from 2-3 to 175+ entries but the average sits around 30 entries. HR Shared Services The group typically gets about 15,000 emails per year and 400 phone calls per year.
3	Please confirm CMHC will be accepting bids from a joint venture.	No.
4	The SaaS Publisher of the proposed solution will ensure continuity and security of the hosted application for its contracted operational lifetime. Our proposed SaaS Publisher has implemented all necessary security controls and have completed all necessary third-party audits as evidence to this fact. Please	SOC reports are required by the publisher. BC Plans are mandatory to be set for publisher as well as disaster recovery plans.

	confirm all requirements related to SOC, Business Continuity Plans, and Disaster Recovery Plans apply to the Service Provider (SaaS Publisher of the proposed solution) and not to the proponent who would be providing integration services for the proposed solution.	
5	How many HR Fulfillers (HR transactional analysts) will be considered as a part of this implementation?	Apprx 8 in HR Shared Services and 5 in Employee Relations.
6	Given the number of questions outstanding, we kindly request a two-week extension to the submission deadline.	Submission deadline has been extended to Oct 22nd.
7	Section 1.09: Functional Criteria 13 – is the Outlook and Telephony integration mandatory or not? It is listed as optional but included in the requirements. If it is optional, it should not be included here.	First 2 are mandatory but please comment on the last two 'optional' methods.
8	Section 1.09: Functional Criteria 19 – Can CMHC clarify that is meant by "number of entries"?	Chronological case entries made to a case (timestamped). There must not be a limit on the number of entries that can be made
9	Section 1.09: Functional Criteria 20 – Can CMHC confirm this can be achieved by just dating the comment in the activity field (case notes activity field)?	The entry must be dated and user must be able to back date.
10	Section 1.09: Functional Criteria 26 - Can CMHC elaborate on which other systems are being referred to? And what is their use case?	If this system is integrated with SuccessFactors, please describe how those pick list will be populated.
11	Section 1.09: Technical/Platform Criteria 32 – The solution must provide integration with SharePoint to allow the file a case on SharePoint. Q: What is SharePoint used for? How is it different from your document management solution Record Point?	SharePoint is our document management solution. Record Point is our retention management solution (back end).
12	Section 1.09: Technical Platform Criteria 36 – Can we please get more information on Record Point? Is it a homegrown system?	Record Point. This is not a homegrown system. www.recordpoint.com
13	Section 1.09: Technical Platform Criteria 43 – Is CMHC looking to convert both agent and end-user portal views?	The entire system must be bilingual. English and French.
14	Section 1.09: Technical Platform Criteria 38 – Is the web-based portal only for HR fulfillers, or also for employees?	For employees as well. The entire solution must be available from a web browser and cloud-based.
15	Section 1.10: Can we please get more information around the rationale behind this requirement?	Unable to answer, section 1.10 has many requirements

16	Section 1.10: Can CMHC elaborate on the use case for this requirement?	Unable to answer, section 1.10 has many requirements
17	In order to provide CMHC with the best technical and financial proposal, can we request an extension to October 23rd, 2020?	Submission deadline has been extended to Oct 22nd.
18	Due to the scope and detailed requirements for this RFP and the volume of government opportunities released in the market, we respectfully request a 2-week submission extension to October 22, 2020.	Submission deadline has been extended to Oct 22nd.
19	We kindly request the submission deadline be extended by 3 weeks.	Submission deadline has been extended to Oct 22nd.
20	1) 1.6 CMHC Data - RFP references data at rest is in Canada, does not move outside Canada, If data must move… Please clarify if a US Based Company that falls under the Bilateral agreement is acceptable provider or will not be considered. (Note: question previously sent on 9/25/2020) 2.) Other than the Employee Relations team that will manage Employee Relations, Disability, Ergonomics and Health & Safety, how many other HR operational groups/teams will manage daily transactions and offering employee and manager assistance? Please provide approximate count of total number of users that will manage inquiries/cases? 3.) Is CMHC also evaluating replacement of RecordPoint for electronic document management? 4.) Is it ok to have the Technical Requirements and Rated Requirements responses in excel as an Appendix to the RFP Proposal?	1) As long as the data at rest and in transit stays within Canadian soil. 2) See item #5 above as this was asked by another proponent. 3) No. 4) Yes.
21	Technical Requirements: #15 – **Need clarification and expectation of "to remove employees from distribution"** #20 - The Solution must provide the processor the ability to overwrite the case notes date of entry as some files are opened late and notes/comments need to be backdated. **Is a "processor" and HR Team Member?**	#15 The manager must have the ability to manage the workflow for distribution. Adding and removing employees #20 A processor is a synonym of user/operator. #32 The entire case once closed with attachments.

	#32 - The Solution must provide integration with SharePoint for these components: 1) Specify if the Solution offers a plugin from and to SharePoint 2) Describe how the Solution will automatically file a case (properly formatted) in SharePoint once closed. **Please describe what information would need to go back to SharePoint.** #33 - The Solution must provide integration with Outlook in the form of: 1) Case notes sent to the user via the Solution should appear in the common group mailbox. **If new solution can manage incoming emails centrally within the solution itself, is this request still needed? Is this the current process?** #34 - The Solution must have the ability to classify records, where each classification has distinct standards and schedules for record retention and storage rules and be in accordance with CMHC's Data Custodian Policy shown in Appendix D, Schedule C of the Form of Agreement. **Please clarify what a "record" is considered. Please provide examples.** #35 - The Solution must implement archiving policies, at the item or file level, as well as at folder or higher levels, that support retention, archiving and disposition rules in accordance with CMHC's records retention policy shown in Appendix D, Schedule C of the Form of Agreement. **Please clarify what "item and file level as well as at folder or higher level" refers to. Please provide examples.**	#33 If the solution can manage emails centrally and save a copy back to the Outlook/Exchange server (in the common group inbox) that is satisfactory. #34 A record here would be a case file and any of its attachments. #35 Retention schedules must be defined on the type of case being opened. For example case files for Employee Relations might be kept longer than Ergonomics or Health and Safety cases.	
22	How is your HR organization structured? Shared services across locations?	We have multiple individual in various physical locations across Canada in the HR Shared Services area. Employee Relations operates the same way but are mostly located in Ottawa. Employee Relations is part of the HR Operations division while HR Share Services belongs to the Business Effectiveness division.	

23	Currently do you have any people-based processes that you are managing manually? (Ex: Cross boarding, Off boarding)	Many. Employee Letters, some off boarding (although it's being automated more and more), cross boarding, vacation payments, overtime payments, casual and enumerators time management.
24	CMHC has stated in Table 1, Mandatory Criteria Item No 45: "CMHC requires that the Disaster Recovery (DR) environment should be at least 500 KMs/300 miles distance from the PRODUCTION environment." We agree that a robust DR plan is crucial. However, we respectfully submit that instead of evaluating the design of DR from a physical distance perspective, that CMHC should instead be focusing on the RPO (Recovery Point Objective) and the RTO (Recovery Time Objective). Namely, how can a vendor's solution meet or exceed your RTO and RP to support a business continuity strategy for the production services and platforms; the utilization of industry-accepted methodologies and encompass principles of high-available engineering; and measurement against strict regulatory and governance requirements. It is important to note that neither the Treasury Board of Canada Secretariat, Directive on Security Management, nor NIST Special Publication 800-34, explicitly define physical distance separation as a DR requirement. We respectfully request that the mandatory requirement No 45 regarding DR environment distance requirements be more inclusive of other industry leading DR models that can support a more modern architecture and meet your true need for business continuity at CMHC. We submit an example such as: "CMHC requires that the Disaster Recovery (DR) environment should meet the Treasury Board of Canada Secretariat and NIST Special Publication 800-34 strict requirements for DR and be developed by industry-accepted methodologies of high-available engineering."	No changes. This is the requirement that CMHC has put in place.
25	Will CMHC please provide a detailed breakdown of the services required for the run phase of the project at 1- and 5-years?	The Case Management System is the only service included in this RFP, please contain the answer to that solution.
26	A) APPENDIX C – RFP SPECIFICATIONS 1. Are there any third-party integrations CMHC would like to see in the future state?	1. SuccessFactors (already included in the requirements for this RFP),

2. Is CMHC able to provide documentation depicting its current architecture for HR Case management?	Outlook (already included), RecordPoint, Adobe Acrobat.
3. Is CMHC able to specify the different processes which will require configuration for the proposed platform? For example, for cases and services related to onboarding, off boarding, transfers, or employee experience surveys?	2. This is an older system, documentation is not available. 3. That is what we're looking for in the clarification at the beginning of this document.
4. Should the HR portal or instance be accessible to non-employees, i.e. contractors, vendors? Is CMHC able to share with us where non-employee information is maintained?	4. Not open to external. 5. If a Knowledge Base option is offered. Please describe in your answer.
5. Does CMHC currently maintain or have plans to build an HR specific knowledge for HR Case Agents and Employees to access?	6. That is describe in the mandatory requirements of the RFP plus the clarification at the beginning of this document.
6. Can you expand on the HR services that will be managed through the new HR Case Management Solution?	
7. Will training for the proposed solution include multiple geographies/languages? If so, can CMHC please provide further information.	7. Yes and yes. Multiple locations in Canada (possibly) and both official languages.
8. Will CMHC please provide the use case for integrating the proposed solution with SharePoint. 9. How complex is the existing (structured and non-structured) data from Lotus Notes?	8. We must be able to file the entire case once closed to SharePoint with any attachments.
10. Is there a standard encryption algorithm that the solution must adhere to?	9. It is Lotus Notes and CMHC can extract the data in .CSV first.
11. Will CMHC please provide the use case for integrating the proposed solution with Record Point and related architecture?	10. The Advanced Encryption Standard (AES) with key lengths of 128, 192 and 256 bits is approved for encrypting PROTECTED A and PROTECTED B information.
12. As part of Other Mandatory Submission Requirements 2vi., can CMHC please elaborate on what is meant by approach to Service Management in multi-vendor environment- Are there currently any external vendors supporting the HR function?	
13. Is Data Migration included within the scope of this project?	The three-key option of the Triple Data Encryption Algorithm (TDEA) with a key length of 168 bits is approved for encrypting PROTECTED A and PROTECTED B
14. Would CMHC be open to a global delivery model wherein the resources are not security cleared	

	however lack access to any production instance and data?	information. The CAST5 algorithm with a key length of 128 bits is approved for encrypting PROTECTED A and PROTECTED B information. 11. Please provide the document retention details of the solution and if we can integrate to RecordPoint 12. CMHC deals with services provided by multiple 3rd party companies including9 Accenture that provides IT support. 13. Yes, see rated requirement #2. This includes data migration. 14. CMHC is open to discussion.
27	**B) Section 1.10 Rated Requirements Table 2 Rated Criteria –** 1. Regarding Criteria #44, can CMHC describe the Support Scope of HR Case Management application, for example expected level of support, list of Support services, etc.) 2. Can CMHC please specify the "Support Window" for managing the proposed platform? i.e. 24x7 / 24x5 / 18x7 / 18x5 / 9x7 / 9x5. 3. Can CMHC please provide additional details on the maturity of its HR Service Delivery model? For example, is there a Centre of Excellence in place, what is the existing HR operating model? 4. Currently, how many system administrators and super users does CMHC have supporting its existing HR system(s)? What level of involvement is CMHC expecting from the solution provider in future maintenance and support? Please expand on the roles.	1. Please provide your standard support for the solution in terms of issues and break-fix. 2. 9x7 3. HR has a team that support systems internally (7 people) and users that span 2 divisions (5 in Employee Relations, 8 in HR Shared Services) 4. See #3 above. The internal support team will deal with basic administration configurations (including security roles) and will coordinate with the proponent for additional support in case of issues and encounter errors.
28	**C) APPENDIX D – FORM OF AGREEMENT - Appendix D – Form of Agreement**	1. Please refer to Section 1 - 4. of RFP where it stipulates - TYPE OF

1. As indicated in 3.2 of the RFP – "Contract Terms and Conditions which are non-negotiable will be marked in the Form of Agreement as "Mandatory" – however, we have not found any terms or conditions in Appendix D marked as "Mandatory", therefore, what terms and conditions are "Mandatory"?	CONTRACT FOR DELIVERABLES. All of the terms and conditions of the Draft Agreement shown in Schedule D of the RFP are mandatory and will form the basis of the contract between the winning proponent and CMHC. However, as noted in this Section, proposed modifications may be included in Proponent's proposal for CMHC's consideration.
2. Option to Extend the Term 2.4 Is there a minimum advance written notice period that CMHC must adhere to with respect to exercising its option to extend the Initial Term (i.e. 90 days)?	2. No. See #1 above.
3. Termination (for convenience) 2.6(1) If CMHC terminates for convenience, is the vendor entitled to any financial remedies (i.e. termination fee)?	3. No. See #1 above.
4. Termination (for cause) 2.6 Does CMHC have to provide advance notice of such termination?	4. See Draft Agreement – Section 2.6 (2)
5. If CMHC terminates for cause, what financial remedies (if any) is the vendor entitled to (i.e. wind-down costs or unrecovered investments (balance sheet costs))?	5. None. See #1 above.
6. Does CMHC have the right to terminate the entire Agreement and any SOW?	6. Yes. See #1 above.
7. What is a "threat risk assessment"? Is this defined under the Agreement?	7. TRA is a reference to the CMHC IT Security Assessment work required for any environment that hosts CMHC data.
8. What is the threshold for the Services being deemed "incompatible"?	8. See Section 4.2 of the Draft Agreement..
9. Do any of the "Confidentiality", "Security Measures" or "Intellectual Property" provisions under the Agreement contain a specific termination right?	9. See Section 2.6 (vii) of the Draft Agreement.
10. Does the vendor have a right to credit any advance payments against amounts owed on any outstanding invoices?	10. No.
11. What constitutes "necessary transitional assistance"?	11. See Section 2.6 (6) of the Draft Agreement.
12. Financial 3 What are CMHC's "total financial obligations"? Does this cap include amounts CMHC may be	12. Total Financial Obligation is the total amount for the Services (Solution) for the entire period of the Agreement including

liable to pay to the vendor under the Agreement and any SOW executed under the Agreement? Does this cap exclude any liability for amounts that may be owed due to CMHC's breach of the Agreement?

13. Invoicing Instructions 3.2(2)
What does "certifying" mean and/or include?

14. What does "required substantiating documentation" mean and/or include?

15. Is there a cap on the amount of charges that CMHC may be able to dispute?

16. Intellectual Property Rights 4.1
What constitutes "work product"? Does this include any custom developments?

17. What are considered "intellectual property rights"?

18. Confidentiality, Privacy and Access to Information 4.2.1
What is an "Oath of Secrecy"?

19. What are the obligations of CMHC with respect to the vendors "Confidential Information"?

20. What are considered "secure means of transmission"?

21. Is the vendor able to recover the costs of any return/destruction of CI or documents provided during the Term of the Agreement?

22. Privacy 4.2.2
Why would CMHC require the vendor to "update, correct or delete CMHC personal information or modify the individual's choices"? What does CMHC contemplate such modification to include?

23. What type of "access" would the vendor be required to provide to other service providers or CMHC? What terms and conditions would govern such access (if any)?

24. Privacy Breach Notification 4.2.2
What is the definition of a "security breach" or "privacy breach"?

25. Contractor's Indemnification 4.3
What is the Limitation of Liability cap?

options and renewal periods.

13. This is explained in this Section 3.2(2).

14. This could mean many things. For example, an itemized list of product charges instead of one lump sum total on an invoice.

15. No.

16. It may but there will be no custom developments with this Solution.

17. Please refer to your Legal Dept.

18. As described in Section 4.2.1. It is a sworn declaration.

19. This should be included as a proposed modification to the Draft Agreement, if required.

20. Please refer to Schedule B, IT Storage and Transmission (2) of the Draft Agreement.

21. Please include as proposed modification in Draft Agreement, as required.

22. Please refer to Schedule B – Information Copying and Retention & Record Management of the Draft Agreement.

23. Not specific enough to answer.

24. A breach of any of the stipulations described in Section 4.2

	26. Are there any specific types of damages that are excluded (i.e. indirect damages)? 27. Are there any indemnification procedures to be set out under the Agreement? 28. Security Measure Requirements 4.15 What is the nature and scope of "assessments" that CMHC contemplates having to take under this section? 29. Backup and Recovery of CMHC's Data 4.16 What does "full recovery capability" include? 30. Extras 4.18 What are "extras"? 31. Closure of CMHC Offices or Suspension of Operations 4.20 Is there a maximum period for which CMHC may be allowed to suspend operations? 32. How does the suspension impact Service Levels?	25. None. 26. As described in Section 4.3 of the Draft Agreement. 27. No. Please answer #1 above. 28. As described in Section 4.15 of the Draft Agreement. 29. As described in Section 4.16 "For greater clarity, the Contractor agrees to maintain a full recovery capability within 2 hours at any point in time, with no loss of data." 30. Anything not described in the Agreement or authorized by CMHC. 31. No. 32. The Solution is hosted and should not affect Service Levels.
29	1. How many HR Help Desk agents and/or system administrators will be using the solution to support the 2000+ employees? 2. Regarding item #37 (Appendix C, 1.9): If a Microsoft .NET client (which requires a minimal initial install on the users' desktop) is required for the HR Help Desk agents/administrators, would this be acceptable to CMHC?	1. The support team has 1 HelpDesk agent plus 4 specialists (level 2) 2. No, nothing must be installed on the user's desktop, 100% cloud and web based.
30	4.2.1 Confidentiality and Non-Disclosure of CMHC Information (4) « …hereto. The Contractor will also implement information management and governance tools and controls, as further described in Schedule "B". The requirements of Schedule "B" will be binding on any third party to whom the Contractor outsources any of its IT or information management functions or who is managing such functions on behalf of the Contractor. In addition … » Question : Our proposal includes Public Cloud deployment of Software as a Service. Many of the	Yes, CMHC will consider.

	requirements in Schedule "B" are more consistent with controls associated to hosted or on-premise managed solutions. Will CMHC consider a Public Cloud SaaS offering and, if so, accept less stringent compliance to specific ITSP/ITSG requirements specified in Schedule "B" in favour of internationally recognized certifications and practices as identified in Government of Canada White Paper: Data Sovereignty and Public Cloud (https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/gc-white-paper-data-sovereignty-public-cloud.html)?	
31	Schedule "B" Privacy and Security Requirements « (8) The Parties will provide to each other a copy of their incident response and privacy breach processes. The Contractor will ensure and certify in writing to CMHC that its processes have been integrated with CMHC's processes. » Question : Cloud Service Providers have well documented Incident Response and Privacy Breach processes and practices that reflect the global nature of their operations, it is unrealistic to expect that they align their processes and practices to individual customers. We respectfully request that the last sentence of this requirement be removed.	Last reference refers to providing a service based escalation process that is client focused to CMHC for when there is an incident. For instance an incident response privacy breach.
32	Schedule "B" Physical and Logical Access « (1) … perimeter of the Secure Server is defined, these requirements apply to all areas within the perimeter. Where a series of buildings is involved, a secure perimeter will be defined for each building. CMHC may approve other secure environments within Canada that provide a similar level of protection to the CMHC Information.. » Question : Cloud Service Providers typically provide subscribers to ability select the geographic country their data resides in but, for operational and capacity optimization and efficiency, will determine which data center(s) from which to deliver the Public Cloud services. We respectfully request CMHC removes the requirement requiring approval for data centers within	All CMHC data at rest and in transit stays in Canada. This is the requirement.

		Canada where equivalent security to existing data centres are in place.	
33		Schedule "B" Physical and Logical Access « (3) Where CMHC has granted the Contractor access to CMHC Information, the Contractor will ensure that it has stringent access controls in place, including the following measures: (i) The Contractor agrees that all CMHC Information will be encrypted at rest, and the encryption keys shall be stored in the Azure key vault and provided to its employees, personnel, or sub-contractors only when needed for support purposes, » Question : Our Cloud Service provide customers the ability to manage encryption keys for their data using our Cloud infrastructure. Imposing a third-party key vault like Azure effectively prevents us from bidding. We respectfully request CMHC removes the requirement for supporting Azure key vault.	The Contractor agrees that all CMHC Information will be encrypted at rest, and the encryption keys shall be stored securely in a cloud-based tool similar to in the Azure key vault.
34		Schedule "B" Physical and Logical Access « (3) (iii) The Contractor agrees to notify CMHC in writing and without using individual identifiers, of any occurrence where a », and « (3) (iv) employee, personnel, or sub-contractor, having administrative responsibilities towards (a) CMHC's Information or (b) encryption keys that decrypt CMHC Information, is disciplined for any security breach where the method of such disciplinary action includes: (a) laying a charge for criminal offense, when such action is permitted by law, and/or (b) revocation of a security clearance. » Question : Can CMHC please confirm that 3 (iv) is a continuation of 3 (iii) or restate the two requirements?	It is a continuation.
35		Schedule "B" Physical and Logical Access « (4) The Contractor agrees that, where system or database support functions require access to unencrypted CMHC Information, support shall be provided from within Canada and by individuals who are appropriately screened through the Canadian	CMHC data at rest and in transit must stay within Canadian soil.

	Industrial Security Directorate (CISD) or CMHC Security Screening Services. » Question : Can CMHC provide a use case where this would apply? We provide "follow the sun" support services and it would be possible that CMHC issues an after-hours Service Request requiring data access (e.g. I have an issue with data on a specific screen) by the out of country support analyst. Access to customer data is controlled by our customers (i.e. CMHC) however, we cannot commit that our global workforce would have the security screening identified in the requirement. We would ask the CMHC revise the requirement to reflect the global nature of Cloud Services Operations and Support by requesting that bidders have security screening in place but not tie it any specific agency or directorate.	
36	Schedule "B" IT Storage and Transmission « (3) The Contractor agrees that all CMHC Information stored on disk, when not in use, will be encrypted with an approved algorithm and key length in accordance with CSE's Cryptographic Algorithms Publication (ITSP.40.062). » Question : ITSP.40.062 is "GUIDANCE ON SECURELY CONFIGURING NETWORK PROTOCOLS". Did CMHC mean ITSP 40.111 "CRYPTOGRAPHIC ALGORITHMS FOR UNCLASSIFIED, PROTECTED A, AND PROTECTED B INFORMATION"? Please confirm the publication number	ref: ITSP.40.111)
37	Schedule "B" IT Storage and Transmission « (3) The Contractor agrees that all CMHC Information stored on disk, when not in use, will be encrypted with an approved algorithm and key length in accordance with CSE's Cryptographic Algorithms Publication (ITSP.40.062). » Question : ITSP.40.062 is "GUIDANCE ON SECURELY CONFIGURING NETWORK PROTOCOLS". Did CMHC mean ITSP 40.111 "CRYPTOGRAPHIC ALGORITHMS FOR	ref: ITSP.40.111)

	UNCLASSIFIED, PROTECTED A, AND PROTECTED B INFORMATION"? Please confirm the publication number.	
38	Do you have a preferred Enterprise Integration Vendor that you leverage within CMHC?	Accenture is CMHC's current IT service integration partner although this is not an exclusive arrangement.
39	Could you please provide more information on the applicable bi-lateral Security Agreements that would be acceptable to CMHC?	Cannot comment on Service Agreements CMHC has not seen
40	Requirement 29 – Please provide more information on the applicable bi-lateral Security Agreements that would be acceptable to CMHC?	Same as #38.
41	Does the solution require a self-service portal for Employees to report cases?	Yes.
42	Could you please provide the number of users within the call center or HR Department that will be managing cases?	See #5 on this list.
43	Please provide the total number of cases per month/year that will be created within the solutions?	See #2 on this list.
44	Does CMHC want to support alternate communication channels such as Chat?	Let's see what is offered with the product.
45	Can CMHC accommodate a two week extension to the RFP?	Submission deadline has been extended to Oct 22nd.
46	Does CMHC have a preferred timeline for the implementation work?	As soon as possible after contract award.
47	Could you please elaborate on the level & types of support expected in the support service deliverable?	The internal support team will deal with basic administration configurations (including security roles) and will coordinate with the proponent for additional support in case of issues and encounter errors.
48	In reference to rfx000168 RFP for Case Management Solutions we respectfully request an extension of 2 weeks to this RFP to ensure we have adequate time to work with our partner and obtain required details for full substantiation of your requirement.	Submission deadline has been extended to Oct 22nd.