



SOLICITATION QUESTIONS #2 - 9

This solicitation document is raised to:

1. Address the following questions submitted during the solicitation period as per RFP.
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1. QUESTIONS AND ANSWERS

Q2) Relative to Mandatory Requirement 1 (English/French), would a solution be accepted if the French user interface is integrated and available to the CRA before contract award/deployment?

A2) No. Bidders must meet this mandatory requirement at the time of the RFP closing date and this mandatory requirement may be tested during the Proof of Proposal Testing included in Part 4 “Evaluation and Selection” of the RFP.

Q3) We have 5 manuals that range from 1,000 - 5,000 pages each. With that in mind, does CRA require a full hard copy of the manuals, or can we print only the excerpts of pages that are referenced in our response?

A3) In accordance with the RFP, the CRA is requesting that bidders provide only soft copies on USB flash drives. Bidders can provide excerpts of the pages that are referenced in the response and/or a soft copy of the full manual.

Q4) We kindly request Canada move M1 (Language Requirement) to a point-rated requirement.

A4) The CRA has an obligation to meet the language requirement for both official languages (English and French), for all CRA employees and as such cannot accept a software product based on a future expected timeframe for which mandatory requirement M1 would be met. Therefore, M1 remains unchanged.

Q5) Regarding M8 and M9 of section 1.1 Mandatory Requirements: Is there a technical need for a hybrid deployment? If a solution meets all the mandatory requirements in sections 1.0 Mandatory Requirements – General, section 1.1 Mandatory Requirements – Technical and section 1.2 Mandatory Requirements - Functional can the solution run on-premise (M8) or in the cloud through a service endpoint that is not accessible on the Internet such as VPC or VNET?

A5) No, the software must run on premise.

Q6) Regarding M8 and M9 of section 1.1 Mandatory Requirements: Would CRA consider a SaaS deployment option that has been assessed by the Canadian Centre for Cyber Security (CCCS) and accredited to handle PBMM Government of Canada data? This SaaS solution and all data would reside in Canada and would be accessible through a service endpoint that is not accessible on the internet such as VPC or VNET.

A6) No, the CRA requires local server deployment only.

Q7) Regarding M 17 of Section 1.1 Mandatory Requirements - Technical indicates that “*The repository used by the software must store a minimum of 20 TB of data*”. Would it be possible to provide additional details around this requirements and also describe the retention policies associated with storing this data?

A7) The CRA requires 20TB storage to avoid performance bottlenecks by having log data stored local to the software. Regarding the retention of log data, see mandatory requirement M35 of Appendix 1: Mandatory Criteria of the RFP.



Q8) How many users do you expect will require training during the implementation phase?

A8) Approximately 40 users.

Q9) Of the users to be trained, how many would fill an administrator role?

A9) Approximately 5 Administrators.