



Proponent Questions and CMHC Responses (Q&As)

RFP 002376 – Governance, Risk & Compliance (GRC) Solution

Date: February 23, 2024

Q&A 1

Q&A TABLE

No.	Proponent’s Question	CMHC Response
1	Is CMHC, amenable to entering into two distinct contracts: the first encompassing licenses and technical configuration, sourced from a GRC Technology vendor, and the second focusing on professional services, in collaboration with a business integrator?	No, as per the RFP CMHC’s intention is to enter in one single contract.
2	Is CMHC willing to consider granting the technical and development team authorization to configure the system/solution infrastructure remotely, specifically from an offshore location such as India? (As mentioned in Page 21, E. CMHC DATA third paragraph - "In addition to being security cleared, each of the proponent’s staff or subcontractors who work on this project must access CMHC data (including access for the purpose of technical, implementation and operational support) from Canada or countries where Canada has a bilateral agreement on security." We are currently supporting top 5 Canadian Banks with our implementation, configuration and support team from India.	CMHC would not grant technical and development team access to uncleared off shore resources. The Government of Canada does not have a bi lateral agreement with India. CMHC would not be able to validate their security clearances.
3	Does CMHC currently possess a license and/or use an existing GRC technology (e.g., ServiceNow)? If so, has CMHC explored and leveraged functionalities and capabilities inherent in the existing system?	CMHC does not currently possess a license to a GRC technology.



4	Will CMHC furnish cleaned data as part of the data migration process for the newly configured GRC solution, or is it expected that the proponent undertake the task of cleaning up the raw data, incorporating proper templates, and subsequently uploading it into the system?	<p>The selected proponent must provide to CMHC the following deliverables:</p> <p>The complete migration of all existing historical audit project files from legacy audit management system (TeamMate+) to the selected proponent's proposed SaaS Solution.</p> <p>For other data components, CMHC will clean up and incorporate in the templates as required.</p>
5	What role, if any, would CMHC's existing outsourced IT provider play in implementation of the chosen GRC Technology?	CMHC Outsourced IT provider will participate in integrations with other existing systems when needed.
6	Will CMHC consider an extension to the submission deadline?	Refer to Amendment No 1. The new submission deadline 21 Mar 24 2PM ET.
7	Due to the number of requirements in the RFP, would the Crown provide a 2 week extension to the closing date?	Refer to Amendment No 1. The new submission deadline 21 Mar 24 2PM ET.
8	Can we submit more than one GRC solution?	No. CMHC is looking for an integrated GRC solution.
9	Can resources work from US and India?	Resources can access from the US as CMHC can validate their security clearance. Not from India. Refer to response to the above Question #2.
10	Do you need BCP/DR information from the implementation partner of the Product?	Yes, from the solution/product and support team.



11	Are these the only integrations in scope apart from risk alerts?: Qualys Vulnerability Management, Service Now, Kiteworks, Microsoft Defender, Microsoft Sentinel and Microsoft Active Directory	At this point no integrations have been defined. CMHC is exploring capabilities.
12	Is CMHC's intent solely to select/procure a GRC system/software solution (i.e. annual fees/licenses, system implementation and maintenance costs etc.)? Does CMHC work with and/or expect to procure separately some professional consulting services ('Integrator' role) to help in the (re)definition of the underlying operating model(s) and operating procedures?	This is a procurement for a GRC system/software solution that includes implementation services. CMHC's intention is to enter in one single contract.
13	Due to the complexity and level of detail requested in the RFP, we would like to request an extension to the deadline. Could CMHC kindly confirm if they can extend to 21 March 2024 for submission? Along with this, we request consideration to extend the question deadline to 06 March 2024.	Refer to Amendment No 1. The new submission deadline: 21 Mar 24 2PM ET. The new deadline for Questions: 06 Mar 24.