



**DEPARTMENT OF FINANCE**

**PROCUREMENT SERVICES**

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## **ADDENDUM # 001**

### **For RFP # 5188**

**TO:** All Bidders

**FROM:** Procurement Services

**DATE:** 04-Feb-2019

**SUBJECT:** Questions and Answers

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No.	Question	Answer
1	Whether companies from Outside Canada can apply for this? (like, from India or USA)	<p>This RFP is an open bid. Companies from outside Canada can bid on this RFP; however refer to Section 3.2 of the RFP for details about Business Registration.</p> <p>Additionally, as per Mandatory Functional Requirement (Schedule 2) #5: "<i>Proposed solution must have development, support, and training center in Canada.</i>"</p>
2	Whether we need to come over there for meetings?	It is expected that an onsite presence will be required to effectively deliver on the RFP Requirements.
3	Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)	The Government of PEI is open to tasks being performed outside of Canada. Details will be confirmed during contract negotiations with the successful Proponent.
4	Can we submit the proposals via email?	Bids will not be accepted via email. Section 1.5.3 of the RFP states - "The Province will not accept proposals submitted by facsimile transfer, email, or any other electronic means."

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5	Schedule 2: Mandatory Functional Req - No. 3 What are the Province's departmental technology policies and standards?	Proponents who meet all other Mandatory Functional Requirements (Schedule 2) will be considered in compliance with the Province's departmental technology policies and standards.
6	Schedule 2: Mandatory Functional Req - No. 32 What Mobile applications is the Integration Platform expected to connect to? What integration protocols do these Mobile applications use?	The Province's services envisioned will be responsive design in nature. The solution should support a native (iOS/Android) or web-based application for mobile devices. It should support the delivery of dynamic content using HTTP and AJAX, with communication taking the form of JSON data being passed over HTTP using REST, XML and SOAP services.
7	What are the performance requirements that we should use for environment sizing (i.e. transactions per second, message size, response time, etc.)? What assumptions should be made for growth in the environment sizing?	The solution should be scalable to support at least a minimum 300,000 external individual (e.g., citizens, business) users, with the flexibility to grow beyond that. The solution should support a minimum of 5,000 authentication events per minute, with the flexibility to grow beyond that.
8	What is the maturity of implementing Cloud based solutions (i.e. Architected, Designed, Implemented, etc.)?	The Province's maturity is low for implementing enterprise-wide cloud-based services. Valuable assets for solution implementation would consist of service design toolkits, guides, resource material, a help desk, as well training (both virtual and on-site).
9	What is the Security model for communication between cloud and on-premise system (i.e. have standards and connections been established for VPN/VPC connectivity)?	In absence of a published hybrid security architecture, the Province will refer the Proponent to follow the NIST Cloud Computing Security Reference Architecture.
10	Are DevOps tools already being used (specifically GitHub, Nexus and Jenkins or equivalent tools)?	The Province does not have a formal DevOps infrastructure as of today, but tools such as GitHub are being used.
11	What is the requirement for (RTO) Recovery Time Objective? What is the requirement for (RPO) Recovery Point Objective?	Solution expected requirements: RTO = 1 h; RPO < 5 s
12	Does the province have staff sufficiently trained on data extraction, transform, and load (ETL) process? What are the current ETL standard tools in use today?	Pentaho is the primary ETL tool used by the Province's staff.
13	Is there a preference/restriction for an on-premise solution over a cloud solution?	There is no preference or restrictions on type of solution deployment.

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14	Please elaborate on the connections to the API sources. In particular, how does the connections get established, and are they real time? Are there published web-services that can be called?	<p>The solution should support open, real-time APIs. There are no published APIs. A discoverable registry will be populated after solution implementation.</p> <p>Please refer to the Answer to Question 6 for integration details.</p>
15	If you are looking for a hosted solution, do you have a preferred cloud vendor? Additionally, would you be looking to host it on your cloud account or by the vendor?	There is no preference or restrictions on type of solution deployment.
16	What are the province's current internal software systems and external data service providers? This information is required to understand expected data adapters and integration points (reference Section 1.1.5, Point C)	Please refer to APPENDIX E – GOVERNMENT OF PRINCE EDWARD ISLAND/ITSS ENVIRONMENT.
17	Can the province provide some use cases on your requirement regarding "Business process automation and workflow management tools to automate the data integration, data quality and data exception management procedures" (Section 1.1.5 Point G), specifically on "Business process automation"	Please refer to The Open Group SOA Reference Architecture. For supplementary findings, please consult Canada Health Infoway's Electronic Health Record Solution (EHRS) Blueprint Version 2.
18	For locations of work to be performed - Is 'Government of Prince Edward Island' open for a global delivery model (Onsite+Offshore delivery teams) for implementing the scope of this RFP?	The Province is open to all types of delivery models, working with local business hours (8:30 a.m. - 5:00 p.m. AST). If required, the Proponent must be available to support on-site if required.
19	Section C1-Subpoint d (Page #39 of 53) - Are the proponents expected to provide sizing and cost estimate for hardware migration, future hardware refresh, resources, maintenance & administration, as part of the 'Schedule 1- Pricing worksheet'?	Proponents are expected to provide these pricing breakdowns. Any further information and details for pricing is beneficial for clarity.
20	Schedule 1- Are the "Configuration" and "Customization" sheets mandatory? If so, what level of detail is required?	The "Configuration" and "Customization" sheets (Schedule 1) are not mandatory. They are to provide guidance and clarity for both parties.
21	"Schedule 1-Pricing worksheet"- By "Maintenance and Support Cost", does the Province mean 'Product' maintenance and support or a more comprehensive 'Managed Services' kind of support for the 'Enterprise integration Platform' solution that is implemented?	If the deployment is on-premise, the category would refer to only the Product and Support. If the deployment is cloud, then a Managed Service approach would take its place.

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22	Please provide some integration volume information info as well as data change frequency for the “D.3.5 Integration Scenarios”	Data Volumes are not required for the completion of this exercise. The Proponent can provide as supplementary material, if desired.
23	Beyond the point-to-point integration challenge identified in “1.1.2 Background”, are there any other key pain points or strategic objectives that province aim to achieve for this initiative	The Province will not provide further details as part of this RFP.

END OF ADDENDUM.

***Please return this sheet with your formal bid proposal.***