

REQUEST FOR PROPOSALS

For a Business Continuity Plan

RFP No. RP220-2016-01

QUESTIONS & ANSWERS - Date February 24th, 2016

Please see the answers below regarding any questions raised in relation to this RFP.

1. Question:

How many people are employed by CPAC?

Answer:

Approximately 120.

2. Question:

How many work locations are currently in use?

Answer:

One. Approximately 35 staff work remotely as part of a work-from-home program.

3. Question:

When was the BIA completed (year/month)?

Answer:

June 2014.

4. Question:

Were the BIA results approved by your executive?

Answer:

It has been socialized with Executive but not formally adopted by the organization.

5. Question:

Was the BIA conducted by CPAC employees or by a consultant?

Answer:

Consultant.

6. Question:

When was the DR plan completed? (year/ month)

Answer:

Developed in 2012, revised August 2015, tested annually.

7. Question:

Form D1 and D2 appear to be the same. Can you please clarify?

Answer:

Form D1 requires references for three similar projects (excluding the Partnership), successfully completed by the **Proponent organization**, within the last five years.

Form D2 requires two references for each **proposed candidate (within the Proponent organization)**, demonstrating relevant experience for the proposed role within the last five years (references may be the same as those noted in D1, if the proposed candidate worked on the project listed in D1).

8. Question:

I wish to inquire as to whether there are any mandatory requirements for the proponent enquiry due on February 23, or if it is intended to be more of an overview of the proponent's qualifications and approach.

Answer:

No – overview.

9. Question:

Would it be possible to get Word versions of the required forms for RFP No. RP220-2016-01 Develop a Business Continuity Plan for the Partnership.

Answer:

Word versions of Schedules B, C, D and E will be issued as attachments to this document.

10. Question:

Given the nature of the work would CPAC consider an approach where the majority of the work is done remotely with frequent progress reports being provided and with the exception of meeting with key stakeholders and groups being conducted onsite in Toronto?

Answer:

Yes.

11. Question:

Within RFP No. RP220-2016-01 (Schedule 'A' - Page 16), there is a reference to the "System Certification Standard". Can you please forward me a copy of this Certification Standard so we can ensure that our response is compliant?

Answer:

All policy, procedures and standards included in the Partnership's Privacy and Security Framework will be provided to the successful proponent.

12. Question:

Did any 3rd parties assist with the development of the RFP and if so who are they and are they also allowed to bid?

Answer:

No.

13. Question:

In two instances, in Evaluation Criteria, the terms "business plans" & "business planning" were mentioned - please explain what is meant by that?

Answer:

Experience developing different types of business plans including a business continuity plan.

14. Question:

When was the BIA & the IT DR plan completed and if there were any external or contracted 3rd parties used to complete them, who are they?

Answer:

Please refer to Question 3.

15. Question:

Has there been a risk and threat assessment of any form previously undertaken and if so when and who completed this work (internal, or 3rdparty and if a 3rd party who)?

Answer:

Yes in 2013 by Raymond Chabot Grant Thornton.

16. Question:

Are previously-engaged external or contracted 3rd parties allowed to bid on this phase of work?

Answer:

Yes.

17. Question:

What is "System Certification Standard" and what are the main drivers for this BCP?

Answer:

It is a standard included in the Partnership's Privacy and Security Framework. A copy will be provided to the successful Proponent. The main drivers for the BCP are outlined in the RFP.

18. Question:

What is the basis for five stakeholder engagement sessions (your view on key / "must have" sessions)?

Answer:

The RFP states that up to five may be required. The actual number of sessions can be determined during the initial planning phase.

19. Question:

Do all 13 Directors need to be directly engaged, or can they be prioritized in importance and can you provide that prioritization?

Answer:

No.

20. Question:

Do SOPs exist for the business processes and what is the reason / level for the requested process flow charts?

Answer:

No.

21. Question:

Do you see representatives from any of the business functions actually participating in writing any of the plan content?

Answer:

No.

22. Question:

Do you have any work samples that you are most interested in?

Answer:

No.

23. Question:

What if there's a conflict and/or difference between the business requirements and the "Recovery Time Objectives" or "Recovery Point Objectives" offered by the IT Disaster Recovery Plan? What takes priority?

Answer:

To be determined during this engagement.

24. Question:

What is the alternative site arrangement and who is the service provider for IT Disaster Recovery?

Answer:

The Partnership has a second data centre that is used for Disaster Recovery. The data centre is managed by the Partnership's IT vendor.