

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
Place du Portage, Phase III
Core 0A1/Noyau 0A1
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Shared Systems Division (XL)/Division des systèmes
partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

Title - Sujet HISS RFP	
Solicitation No. - N° de l'invitation EN869-111927/C	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20111927	Date 2012-03-29
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-112-23713	
File No. - N° de dossier 112xl.EN869-111927	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-04-03	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Sanford, Phil	Buyer Id - Id de l'acheteur 112xl
Telephone No. - N° de téléphone (819) 956-3882 ()	FAX No. - N° de FAX (819) 953-3703
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

BID SOLICITATION

FOR A HOSTED INTERNET SEARCH SERVICE (HISS)

FOR SHARED SERVICES CANADA (SSC)

This Amendment # 003 is raised to:

- (1) Modify the Request for Proposal (RFP).
- (2) Answer questions raised by the Industry.

Modification # 002

At Annex A - Statement of Requirements, Mandatory Requirement # 29:

Delete:

"The Contractor must maintain an HISS access log that includes the date and time Administrators accessed the HISS along with their IP address."

Insert:

"The Contractor must maintain an HISS access log that includes:

- a) the date and time Administrators accessed the HISS along with their IP address; or
- b) Administrator ID, resources accessed/changed, and date and time of the change. The Contractor must make IP address information available to Canada at no additional charge if Canada requires it for a forensic or police investigation."

Modification # 003

At Annex A - Statement of Requirements, Mandatory Requirement # 59

Delete:

"The HISS must deliver, enable and support functionality an Application Programmers Interface (API) that allows the SSC Developer to:"

Insert:

"The HISS must deliver, enable and support an Application Programmers Interface (API) or Graphical User Interface (GUI) that allows the SSC Developer to:"

Note to Bidders: The below data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the Hosted Internet Search Service will be consistent with this data. It is provided purely for information purposes.

Question # 030**Question:**

Are any of the in-scope services or roles currently being performed by unionized employees or covered by a collective labour agreement? If yes, which union(s) represents the employees/roles? Could we please have a copy of the applicable collective labour agreements?

Answer:

Some aspects of the HISS may relate to roles that are currently performed by unionized employees, other government employees and contractors. Most unionized employees in the Government of Canada are covered by collective agreements, but position classifications and unions can vary from Client to Client. Canada unfortunately does not have the ability to provide specific information about all potentially related positions and classifications at this time. The most common position classification for related work is likely to be the Computer Systems (CS) Group. Collective agreements can be located through the following website: http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/coll_agre/siglist-eng.asp.

Question # 031**Question:**

We need to clarify Question # 003. Mandatory Requirement No. 18(a) indicates: One SSC Client cannot access, view, change or remove another SSC Client's Search Engine(s). Mandatory Requirements #36 and #37 indicate: Administrators must have the ability to define what content is searched by each Search Engine.

Given these two requirements, we need clarification on how to support your requirement if two or more Administrators want to define the entire content indexed by Canada (or a very large subset of it) as content to be searched from their website? (e.g. The Administrator for www.canada.gc.ca may have a requirement to display search results from all or most defined search engines. The Administrator for Stats Canada may want to include from multiple other websites whose content has already been indexed).

Would Canada consider adjusting Mandatory Requirement No. 18(a) to enable other Administrators to include search results from other defined search engines? Otherwise, this restriction may result in massive duplication of content that must be indexed by multiple Administrators in order to include content from other departments and this will, in turn, have a massive impact on the amount of storage space and networking infrastructure that would have to be allocated to support this mandatory requirement.

Answer:

As specified in Mandatory Requirement # 18, Canada has a requirement to be able to configure and use unique settings and content for each SSC Client Search Engine.

For example, Department "X" may choose to index sites "A", "B" and "C". Department "Y" may choose to index sites "A", "B", "C", "D" and "E". Even though some of the same sites are indexed, Department "X" may decide to exclude some pages, or place a greater emphasis on some pages in the search results. Department "Y" needs to be able to make its own adjustments, which may be different than the adjustments made by Department "X".

In Canada's estimation, it is unlikely that more than one SSC Client will have a requirement to index all the sites in the .gc.ca domain. Other SSC Clients are likely to index a subset of sites that are relevant to them.

Question # 032**Question:**

Can I have the RFP sent to me in Word format so that I may use the tables etc?

Answer:

Unfortunately, the RFP was created in Lotus WordPro and is not available in Microsoft Word format. Bidders may contact the Contracting Authority by email to receive unsecured copies of the RFP documents in PDF format.

Question # 033**Question:**

Can Canada confirm that all certifications listed in sections 5.1, 5.2, 5.3, 5.4, 5.5 can be submitted after bid closing and upon request of the Contracting Authority?

Answer:

The instructions contained in Section 5.1 apply to all certifications listed under Sections 5.2, 5.3, 5.4 and 5.5.

Question # 034**Question:**

To ensure best value-for-money and that the Crown receive the best and widest industry response, please confirm the references in Annex A - Section 9 item 7 & Section 10 item 3 may be sourced from a combination of Bidder and it's named partners and sub-contractors. This will allow best-of-breed companies to combine specializations and generate cost-effective solutions.

Answer:

Please refer to SACC Clause 2003, Section 04 - Definition of Bidder. Canada will not consider the experience gained by partners and subcontractors. The Hosted Internet Search Service can be a combined solution that includes partners or subcontractors, subject to approval by the Contracting Authority. However, references specific to individual components of the solution will not be considered. The references must be for the proposed working solution.

Question # 035**Question:**

We are continuing to review the extensive requirement outlined in the RFP and to ensure best value and a competitive response from the industry, we respectfully request a three week extension of the closing date to April 24th, 2012.

Answer:

Canada will not consider any further extensions at this time.

Question # 036**Question:**

Regarding the validation of reference at section 4.2, item d), to avoid any subjective interpretations can the crown provide the exact wording and expected responses for each of the reference check questions. Please confirm.

Answer:

The reference checks will be used to confirm the requirements listed under Mandatory Requirement # 7 and Rated Requirement # 3. Canada expects to receive confirmation that the criteria specified in these requirements have been met.

Potential questions include:

1. As of <bid closing date>, were you using <name of solution> in a production environment to search and index content on a public Internet site?
2. As of <bid closing date>, were you using <name of solution> as a production system on a production Internet site indexing production Internet content?
3. As of <bid closing date>, were you using <name of solution> on a Government Internet site?
4. As of <bid closing date>, were you using <name of solution> to search and index English and French content?

Canada reserves the right to add, change or modify reference questions if the Contracting Authority feels it is necessary.

Question # 037

Question:

In order for industry to properly assess the provide a cost competitive pricing structure, can the Crown please provide volumetric data. Please provide Bidders with the historical Number of Processed Queries for the previous 5-years. In addition, please provide bidders with the Number of Expected Queries for following 5-years after contract award.

Answer:

Unfortunately, data for the historical Number of Processed Queries is not available, as explained in the response to Question # 012. Canada estimates that it will have a requirement for more than 200 million Processed Queries per year within 5 years of contract award.

Question # 038

Question:

With respect to Criteria #29: The Contractor must maintain an HISS access log that includes the date and time Administrators accessed the HISS along with their IP address.

Would the Crown change the requirement so the Administrator access log that includes Administrator ID (email address), resources accessed/changed as well as date and time of the change? IP address information is available if required for a forensic or police investigation but is not part of our Administer access reporting. We respectfully request that the requirement to include the IP address be removed.

Answer:

Please see Modification # 002.

Question # 039

Question:

With respect to Criteria #30: Contractor must supply the SSC Administrator with a copy of the HISS access log in support of GC forensic investigations on an as needed basis.

Please clarify whether or not the access log mentioned above is the Administrator access log and not a log of typical search user transactions. We respectfully request to the wording of the criteria be changed to not require supply of an access log but rather supply of transaction information for the purposes of identifying the user responsible for a specific transaction or series of transactions.

Answer:

The HISS access log referred to in Mandatory Requirement # 030 is intended to be transaction information for the purposes of identifying the Administrator or individual responsible for a specific transaction or series of transactions, not a log of typical Search User transactions.

Question # 040**Question:**

With respect to Criteria #29: The Contractor must maintain an HISS access log that includes the date and time Administrators accessed the HISS along with their IP address.

Our solution currently provides an Administrator access log that includes Administrator ID (email address), resources accessed/changed as well as date and time of the change which has proven to be sufficient for our global clients and other Government clients for over 5 years. In order to comply with privacy concerns of clients and because administrators can also use the HISS as a search tool we do not currently include IP address in the access log thereby ensuring Administrators (also HISS search users) are treated in the same fashion as all other users (not tracked by IP address). IP address information is available if required for a forensic or police investigation but is not currently part of our Administer access reporting We respectfully request that the requirement to include the IP address be removed.

Answer:

Please see the response to Question # 038.

Question # 041**Question:**

Mandatory requirement #59 states that an API must be used to achieve the functionality described in #59 D, E, F.

Would the Crown allow this to be achieved through a direct user interface/Gui rather than an API.

Answer:

Please see Modification # 003.

Question # 042**Question:**

Would the crown accept a web based user interface for achieving the functionality in Requirements 59 D, E and F.

Answer:

Please see Modification # 003.

Solicitation No. - N° de l'invitation

EN869-111927/C

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

112x1

Client Ref. No. - N° de réf. du client

20111927

File No. - N° du dossier

112x1EN869-111927

CCC No./N° CCC - FMS No/ N° VME

Question # 043

Question:

Rather than through an API, would the Crown allow for the use of a direct user interface for the tasks outlined in Requirement 59(d), (e) and (f)?

Answer:

Please see Modification # 003.