

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. 001
Client Reference No. - N° de référence du client 20111927	Date 2012-03-14
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 # 001 is raised to:

- (1) Extend the closing date of the Request for Proposal (RFP).
- (2) Answer questions raised by the Industry.

Modification # 001

On Page 1 of the RFP Document:

Delete: Solicitation Closes at 02:00 PM on 2012-03-27

Add: Solicitation Closes at 02:00 PM on 2011-04-03

Question # 001

Question:

Commercially available software typically has standard end user license terms. The Crown has amended many RFP to address this and allowed the inclusion of the appropriate process. Would the Crown amend this Solicitation such that additional software use terms would be considered in the Top-Ranked Bid?

Answer:

No, Canada will not amend the RFP to include a process for the consideration of additional software use terms.

Question # 002

Question:

Given that this is a very busy fiscal year end period and also considering that it is March break time for some of our resources, would Canada consider extending the RFP closing date to April 17?

Answer:

Due to operational requirements, Canada can only agree to an extension of 1 week at this point in time. Please see Modification # 001.

Question # 003

Question:

The Functional and Performance Requirements #42 and #43 show a sample screen shot that says "Search All Government of Canada Websites". Can you confirm if your intention is to enable searching for all of Government of Canada websites (or any desired subset of websites) from any of SSC Client

websites? This would ensure "No wrong door" for searching Government of Canada content, but it does not appear to be explicitly stated in any of the functional or rated requirements.

Answer:

Please refer to Mandatory Requirements #36 and #37 in the Statement of Requirements. Administrators must have the ability to define what content is searched by each Search Engine. The sample screen shots provided in Mandatory Requirements #42 and #43 that show the text "Search All Government of Canada Websites" are from the current "canada.gc.ca" site only. For example, most SSC Clients will configure their Search Engine(s) to search only a subset of Government of Canada websites and other related Internet sites. SSC Clients will define the sites to be included in their index(es) on a case-by-case basis to suit their business needs.

Question # 004

Question:

Functional and Performance Requirements #60 -The HISS must deliver, enable and support functionality for the Administrators to track Search Engine usage using the following reports. Are these reports also to include capability for a summary rollup reports for all Clients supported by CSS?

Answer:

The reports referred to in Mandatory Requirement #60 must be available for each Search Engine individually. Summary reports are only required if they are generally available for other customers as part of the commercial-off-the-shelf products specified in the Contractor's bid.

Question # 005

Question:

Can the Crown advise on the following usage metrics they expect to see (or have seen based on historical data) for this project, namely:

- a) The total number of expected unique users on the system
- b) The expected number of simultaneous users on the system
- c) The expected number of queries per second the system will experience
- d) The approximate file sizes of the data to be indexed

We understand that these numbers may grow over time, however, if the Crown has access to historical data that speak to this data, can it please provide it.

Answer:

- a) This is unknown, since Canada has not previously collected this information.
- b) This is unknown, since Canada has not previously collected this information.
- c) Bidders may choose to calculate an approximate number of queries per second based on an estimate of 200 million queries per year.
- d) Bidders may choose to estimate this based on an estimate of 200 million documents, where approximately 50% of the documents are HTML (at an estimated average size of 30 KB each), approximately 30% of the documents are PDF (at an estimated average size of 0.2 MB each), and approximately 20% of the documents are MS Office, image, video and other content (at an estimated average size of 0.1 MB each).

Note to Bidders: The above 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 # 006**Question:**

Can you confirm if all servers and data storage devices used to provide hosted internet solution services must physically be hosted in Canada, or since the sites are all Government of Canada public internet sites, that the solution can be hosted and/or monitored from locations outside of Canada?

Answer:

The servers and data storage devices used to provide the Hosted Internet Search Service are not required to be located in Canada, since the content to be indexed is all publicly available.

Question # 007**Question:**

We respectfully request an extension of at least two weeks from the current closing date of March 27, 2012. The proposed "number of processed queries" pricing model requested in the RFP, although in use by a few vendors, is not a standard approach to pricing for many vendors. Therefore, this requires those vendors that don't have that pricing structure today to work with their product marketing department to re-engineer a new pricing model that will take some time to develop.

Answer:

Due to operational requirements, Canada can only agree to an extension of 1 week at this point in time. Please see Modification # 001.

Question # 008**Question:**

Can you further clarify the statement Part - 2 of 2 / Page 26 of - 46, "The License Software Subscription Services must be available within 10 days of the Contract award date"?

Answer:

The Contractor must make available to Canada, within 10 days of the Contract award date, a working, complete version of the Licensed Software Subscription Services, meeting all the specifications in the Contract, including the Statement of Requirements.

Question # 009**Question:**

Given that this is a very busy fiscal year end period and also considering that it is March break time for many families, would Canada consider extending the RFP closing date to May 31? This is crucial to our ability to participate.

Answer:

Due to operational requirements, Canada can only agree to an extension of 1 week at this point in time. Please see Modification # 001.

Question # 010

Question:

We have a question regarding Mandatory Criteria 5(c).

M-5(c): Add and remove up to one (1) million documents per calendar day within a period of one (1) calendar day. The documents may be allocated by SSC, as required, to specific staging, production and development Search Engines (i.e. Search Engine A get 100,000 documents while Search Engine B gets 50,000).

Question A: When you talk about removing documents do you mean "de-indexing" (i.e. no making them longer searchable or accessible via a search)?

Question B: We believe the number of 1 million is an unrealistic number - does the Government of Canada believe they will have sufficient search engine administrators to actually name 1 million documents to be added/removed in a 24 hour period? Please clarify this requirement.

Answer:

Question A: When a document is removed from a Search Engine it must become inaccessible via search on that Search Engine.

Question B: This threshold was established while taking into consideration the potential for the Hosted Internet Search Service to include a large number of Search Engines if many SSC Clients use the solution, and would only likely be required at key times. Canada envisions that an automated process could be used to assist Administrators in identifying documents to be added or removed.