SHARED SERVICES CANADA

Amendment No. 002
to the Invitation To Qualify for the Procurement Process for Public Cloud Services

Solicitation No.	16-42051-0/A	Date	August 24, 2016
GCDocs File No.		GETS Reference No.	PW-16-00734694

This Amendment is issued to answer questions raised by suppliers as of **2016-08-18**. Except as expressly amended by this document, all the terms and conditions of the ITQ remain unchanged.

THIS SOLICITATION AMENDMENT IS ISSUED TO:

1. Publish Canada's Responses to suppliers' questions.
2. Publish Canada's Revised Response to Question 10.
3. Modify the Invitation to Qualify (ITQ).

NOTE: Respondents' clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell.gc.ca out of sequence.

1. CANADA'S RESPONSES TO RESPONDENTS QUESTIONS

Question 57
Can a CSP bid directly?

Answer to Question 57:
Please see Canada's response to Question 30.

Question 58
Once a CSP is named in in a response are they considered to be part of the "Respondent", thus eliminating them to be bid/partner with anyone else?

Answer to Question 58:
Please see Canada's response to Question 30.

Question 59
Can a CSP or its related entities be bid by multiple respondents? For example, would Service Provide A, with divisions/offerings X and Y, be considered one CSP or multiple?

Answer to Question 59:
Please see Canada's response to Question 30.

Question 60
Is there any compliance requirement on Cloud Service Providers (CSP) location that mandates CSP hosting location/DC to be within Canada only. Is it fine to select CSP's rendering service from US for SSC?

Answer to Question 60:
For the unclassified procurements rendering services from the US for SSC is acceptable.

Question 61
Is it mandatory to choose on the Public Cloud options like AWS/Azure or we can explore Hosted Private Cloud Solutions also as an alternate option?

Answer to Question 61:
For this procurement it's for public cloud only.

Question 62

Is it possible to change/add new CSP at a later stage of this bid process if needed to provide an improved cost & technology to benefit SSC?

Answer to Question 62:

No. Respondents will be qualified based on criteria of the ITQ. Please refer to Section 4.2 of the ITQ.

Question 63

As part of SSC's future cloud strategy: can we consider a hybrid cloud environment or is it aimed completely to move to Public Cloud only?

Answer to Question 63:

This current procurement aims to target public cloud only. Canada may consider its requirement for Hybrid cloud environments in future procurement processes.

Question 64

Are there any security restrictions to use a Multi-tenant and shared service model for hosting & Support Services?

Answer to Question 64:

These will be addressed in the RFP phase.

Question 65

Please confirm that a CSP can be included in multiple submissions by independent respondents.

Answer to Question 65:

A CSP may be proposed by multiple Respondents who provide the response requirements outlined in Section 4 of the ITQ and meet the criteria outlined in Annex A of the ITQ.

Question 66

2.4 Submission of Only One Response per proposed Cloud Service Provider -
Can a CSP be a subcontractor in more than one Respondents bid?

Answer to Question 66:

Yes, a CSP can be a subcontractor in more than one Respondents bid.

Question 67

2.4 Submission of Only One Response per proposed Cloud Service Provider - Can a CSP be a subcontractor to a CSP that is submitting a Respondent bid?

Answer to Question 67:

Yes, a CSP can be a subcontractor to a CSP provided they demonstrate the ability to offer that CSP's Commercially Available Cloud Service offering, as stated in Mandatory Requirement M1.

Question 68

Annex A, M3 Qualification Requirements.

In M3, it states the Respondent must confirm that the CSP has information security policies and procedures that meet the following 2 certifications:

A) ISO 27001; and

B) AICPA Service Organization and Control (SOC) – SOC 1 and SOC 2 reports.

There are various security designations which can be acquired and which take time to obtain. Therefore we respectfully request that M3 be changed to state that "information security polices requirements and certification must be in place at time of contract award or by a future specified date, so that the process to acquire the certification documents requested can be completed.

Answer to Question 68:
Please see Canada's response to Question 3 in Amendment 1.

Question 69
For the 1st phase of non-private data is it ok to have the data reside in a secure cloud service provider (Amazon) with data located in the USA

Answer to Question 69:
Canada has no data residency requirements for this procurement process.

Question 70
For the 2nd phase of private data will there be a requirement to migrate the data from a non-private jurisdiction to the Canadian private jurisdiction location?

Answer to Question 70:
This will be addressed as part of a future procurement process to address Canada's protected B requirements.

Question 71
How does a cloud vendor become protected-B certified?

Answer to Question 71:
Please refer to Annex B - Standard Instructions for Procurement Documents, Section 1.9 - Security Clearance – General Requirements, subsection (c) for additional information.

Respondents are also advised to refer to both Canada's response to question 70 and the Government of Canada Cloud Adoption Strategy located at the following link:

https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/itpm-itgp/it-ti/cloud-nuage/cas-san-eng.asp#toc5-4

Question 72
How long does it take to be certified?

Answer to Question 72:
Canada assumes the Respondent is referring to Protected B certification. Please refer to Canada's response to question 71.

Question 73
The requirements for M4 are generally for iaaS…

For iPaaS (Integration) the M4 requirement would exclude any iPaaS provider as for Integration Platform as a Service there is no such things as Virtual Machines. Is this ITQ for iPaaS as well?

Answer to Question 73:
Canada has removed Mandatory requirement M4. Please see Modification 3.

Question 74
Since this RFP is for non-sensitive information and does require the data to be resident in Canada; would SSC Canada consider including a qualifying statement to the M3 requirement such as:

The Respondent must confirm that the Cloud Service Provider identified in M1, has information security policies and procedures that meet the following certification standards:
a) ISO 27001
and
b) b) AICPA Service Organization Control (SOC) – SOC 3 reports

Insert the following condition:
"If the CSP is a Canadian corporation and the data remains resident in Canada the CSP must have certifications in place by (specific date) _____ 2017."

Answer to Question 74:
No data residency requirements as part of this procurement. Please also refer to Canada's response to Question 3 in Amendment 1.

Question 75
Where do we find latest Protected B information mentioned in meeting?

Answer to Question 75:
Please see Canada's response to Question 71.

Question 76
Question 7 proposed answer/modification does not answer the question. What is a firm receives the identified certifications after the ITQ process?

Answer to Question 76:
Canada will not accept certification after close of ITQ. Please see Section 3.3 (b) of the ITQ.

Question 77
Question 10 answer includes "…however it does preclude …" thereby confirming the question that custom solutions are not allowed. Was this intended?

Answer to Question 77:
The response should have state it "does not preclude". Please see the revised response to Question 10.

Question 78
The current certifications chosen preclude the ability of a PCI certified CSP proving services to a government department that requires a PCI certified environment. How will this exclusion be handled?

Answer to Question 78:
PCI certification is not a current requirement of our public cloud procurement. The GC is review PCI certification for future procurements.

Question 79
The current Public Cloud Services ITQ (16-42051-0) mandatory # 4 asks for categorized pre-configured virtual machine templates that don't apply in a SaaS type of offering. If we as a company only offer SaaS, does this preclude us and will we have an opportunity in the future to participate?

Answer to Question 79:
Please see Canada's response to Question 73.

Question 80
Can you please clarify the following…
If multiple respondents all bid the same CSP during the ITQ, how will it be decided which response will move forward for that CSP to bid solicitation.

Answer to Question 80:
All Respondents who successfully propose a CSP will move on to the bid solicitation phase of the procurement process. Please see Section 4.2 of the ITQ.

Question 81
Can you please clarify is it acceptable for multiple partners to bid a CSP? For example can partners multiple bid AWS?

Answer to Question 81:
Yes. Multiple Respondents can propose the same CSP. Only one contract will be awarded per CSP.

Question 82
In support of the stated interoperability and exit-strategy requirements, will there be a declared preference or mandate to comply with open industry standards? If so, how will the list of acceptable standards be identified and maintained over time?

Answer to Question 82:
Thank you for the feedback. As this is part of our next steps, we will take this element into consideration as we go forward.

Question 83
With regard, to Section 2.2 of the ITQ, can you please clarify if there will be a second conference for interested supplier to address questions and comments about Canada's responses issued during the Question Period 1 and any amendments issued resulting from the conference for interested suppliers? If so, please provide instructions on how to register representatives to attend as well as the details for the Conference (date, time, duration, location).

Answer to Question 83:
Only one conference for interested suppliers is scheduled for the ITQ process.

Question 84
Does Canada have an anticipated date of release for Annex C - Proposed Contract Clauses for the Resulting Contract, and Annex D – Draft Statement of Requirements? If so, please provide the anticipated date.

Answer to Question 84:
Please see Canada's response to Question 3 in Amendment 1.

Question 85
How do you plan on down selecting a CSP? After the ITQ (during RFP)

Answer to Question 85:
Canada is still considering a number of selection models. We encourage and look forward to your suggestions on this topic in your ITQ submission.

Question 86
Dave indicated that the current ITQ is for unclassified data. He further indicated that in the mid-term, an RFP for Protected B will be released. Will this procurement have its on ITQ and subsequent selection of qualified respondents?

Answer to Question 86:
Yes, it will be a distinct process.

Question 87
Will SSC release the final ITQ-driven solicitation to industry? If not, why not?

Answer to Question 87:
No. Canada will not be publishing a finalized version of the ITQ. Please refer to the document modifications outlined in the released amendments.

Question 88
Since the RFP is for non-sensitive info and does require the data to reside in Canada. Would SSC Canada consider modifying M3 to include a qualify in statement as such, "If the CSP is Canadian corp and data remains in Canada, the SCP must have certification in place by <insert specific date>.

Answer to Question 88:
No. All certifications specified in the ITQ are required at ITQ close. Please refer to Section 3.3 of the ITQ.

Question 89
While the current solicitation targets non-protected content, are there specific requirements regarding integrity and authenticity protection of cloud-hosted content and services?

Answer to Question 89:
While the current solicitation targets unclassified data, this does not entail that the data requires no integrity or authenticity protection. These requirements exist and are covered under the required certifications.

Question 90
Could SSC outline its plan to acquire professional services to assist with implementation services at the departmental level?

Answer to Question 90:
Professional services will not be included as part of this procurement. The GC will use current professional services contracting vehicles.

Question 91
Can SSC please clarify who can be an ITQ respondent? E.g. Can multiple organizations respond with the same SCP? If yes, how will SSC select one in the end?

Answer to Question 91:
Please refer to Section 2.4 of the ITQ and Canada's response to Question 85.

Question 92
M4 seems to be focused on IAAS providers. Is the expectation that both PAAS+SAAS providers respond to this Mandatory as they are no applicable.

Answer to Question 92:
Please see Canada's response to Question 73.

Question 93
Will there be subsequent opportunities to add missing functionality and/or services not offered by the initial cloud service offerings? Many Cloud service provides focus on providing a core function as their business value, but not full operational services. Example - Backup and recovery to from and within the cloud offering.

Answer to Question 93:
This procurement aims to establish contracts with vendors that can offer a CSP's commercially available service catalogues, and meet the mandatory requirement outlined in Annex A.

Question 94
For iPaas (Integration) the M4 requirement would exclude any Ipaas provider as for Integration Platform as service there is no such things as virtual machines. Is this ITQ for iPaas as well?

Answer to Question 94:
Please see Canada's response to Question 73.

Question 95
As an implementation provider of different cloud solutions will SSC be acquiring a cloud solution and their competing the services as the departments consume or will SSC be selecting their implementation partner when they select the cloud provider?

Answer to Question 95:

This solicitation is only for Commercially Available Cloud Services. SSC will leverage existing procurement vehicles for professional services. We have a very diverse suite of procurement vehicles to enable this work.

Question 96
Where do we find latest Protected B information mentioned in meeting?

Answer to Question 96:
Please see Canada's response to Question 71.

Question 97
Question 7 proposed answer/modification does not answer the question. What is a firm receives the identified certifications after the ITQ process?

Answer to Question 97:
Please see Canada's response to Question 88.

Question 98
Question 10 answer includes "…however it does preclude …" thereby confirming the question that custom solutions are not allowed. Was this intended?

Answer to Question 98:
Please see Canada's response to Question 77.

Question 99
The current certifications chosen preclude the ability of a PCI certified CSP proving services to a government department that requires a PCI certified environment. How will this exclusion be handled

Answer to Question 99:
PCI certification is not a current requirement for this public cloud services procurement. The GC is review PCI certification for future procurements processes.

Question 100
The current Public Cloud Services ITQ (16-42051-0) mandatory # 4 asks for categorized pre-configured virtual machine templates that don't apply in a SaaS type of offering. If we as a company only offer SaaS, does this preclude us and will we have an opportunity in the future to participate?

Reference Section 4.1 Basis of Qualification – Can the Crown please confirm that the CSP named in Annex A M1 by their respective Respondent(s) will also become a Qualified Respondent (QR), presuming the Respondent(s) submission qualifies, and will be able to participate independently as a QR during the subsequent RRR phase of the procurement process? In other words, is the CSP required to provide a direct qualified submission to the ITQ to also be declared a QR and participate in the RRR phase independently?

Answer to Questions 100:
Please see Canada's response to Question 73.

2. CANADA'S REVISED RESPONSE TO QUESTION 10

Question 10
Annex A section M4 - Why does respondent need to provide pre-configured virtual machines when needs may vary by client RFP? This requirement plays to only 1 type of hosting provider (self service). Many hosting providers offer custom hosted solutions based on a client's particular need.

DELETE CANADA'S PREVIOUS RESPONSE:

The requirement for pre-configured virtual machines is to support On demand self-service however it ==does== preclude companies from offering custom hosted solutions in addition to the for pre-configured virtual machines. Support for "On-Demand Self-Service" (as per NIST definition).

INSERT CANADA'S REVISED RESPONSE:

The requirement for pre-configured virtual machines is to support On demand self-service however it ==does not== preclude companies from offering custom hosted solutions in addition to the for pre-configured virtual machines. Support for "On-Demand Self-Service" (as per NIST definition).

3. MODIFICATIONS

Modification 3

On Page 14 of the ITQ, Annex A – Qualification Requirements, Mandatory Requirement M4:

DELETE: Delete Mandatory Requirement M4 in its entirety

INSERT: Nil

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The following is a summary of Attachments/Amendments issued to date for this solicitation:

Document	Distribution	Date	Description
ITQ	Buyandsell.gc.ca	August 5, 2016	**PDF Version** 1. SSC ITQ for Public Cloud Services (English) 2. SSC ITQ for Public Cloud Services (French) 3. SSC Standard Instructions for Procurement Documents (English) 4. SSC Standard Instructions for Procurement Documents (French) 5. Additional Information for the Conference (English) 6. Additional Information for the Conference (French)
Amendment 1	Buyandsell.gc.ca	August 18, 2016	1. Publish Canada's Response for Questions 1 to 56 2. Publish Modifications to the ITQ (Modifications 1 & 2) **Non PDF Version** 3. Publish MS Word version of Form 1

Document	Distribution	Date	Description
Amendment 2	Buyandsell.gc.ca	August 24, 2016	1. Publish Canada's Response for Questions 57 to 100 2. Publish Canada's Revised Response to Question 10 3. Publish Modification to the ITQ (Modification 3)