

SHARED SERVICES CANADA

Amendment No. 005 to the Invitation To Qualify for the Procurement Process for Public Cloud Services

Solicitation No.	16-42051-0/A	Date	September 2, 2016
GCDocs File No.		GETS Reference No.	PW-16-00734694

This Amendment is issued to answer questions raised by suppliers as of **2016-08-29**. 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 5
- 3. Modify the Invitation To Qualify.

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.

Canada hereby confirms that responses to questions as submitted during Question Period 2 have now been posted on buyandsell.gc.ca.

1. CANADA'S RESPONSES TO RESPONDENTS QUESTIONS

Question 101

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 101:

Please see Canada's response to Question 83.

Question 102

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 102:

Canada has published Annex C and D in Amendment 4 on BuyandSell.gc.ca.

Question 103

SOC2 Type2 is an industry standard that requires security practices and controls to be in place that are fully set and audited. Would the Crown/SSC accept CSPs with SOC2 Type2 certification in place, and current, but who are in the process of ISO 27001 certification?

Answer to Question 103:

Please see Canada's response to Question 3 and Modification 1 (found in Amendment 1).

Question 104

- a) Is the Cloud Service Provider considered to be a supplier? Example, if the CSP submits a response directly, or with others suppliers, will a single response be selected for that CSP. If so, what is the selection criteria?
- b) 2.4 Submission of Only One Response per proposed Cloud Service Provider

e) Any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.

This implies that a CSP, as part of a joint venture or direct bidder, can only participate in a single response to the ITQ. Please clarify?

Answer to Question 104:

- a) A Cloud Service Provider (CSP) can be Respondent for any identified CSP's Commercially Available Cloud Services, provided they comply with Section 2.4 of the ITQ. Please see Canada's response to Question 85 with regards to the selection criteria.
- b) A CSP, either as a direct Respondent, or as part of a joint venture, can only participate in a single ITQ response in which a CSP's Commercially Available Cloud Services are identified.

Question 105

Question has been withdrawn.

Question 106

Question has been withdrawn.

Question 107

Question has been withdrawn.

Question 108

Question has been withdrawn.

Question 109

Question has been withdrawn.

Question 110

Given that SOC2 and SOC3 are substantively the same, could SSC please confirm that it will accept SOC2 reports as a replacement for a SOC 3 reports? SSC already has a Non-Disclosure Agreement (NDA) with this CSP that will allow us to share SOC 2 report with SSC.

Answer to Question 110:

The request has been reviewed, and the requirement remains unchanged. Canada will not be accepting replacements for SOC 3 reports.

Question 111

Given that there will be a number of respondents bidding this CSP will SSC accept SOC2 reports once for this CSP on behalf of all respondents that are bidding this CSP?

Answer to Question 111:

No. Each submitted response is considered to be a unique response and will be evaluated individually. Respondents must ensure that each response contains the required content of response outlined in Section 3.3 of the ITQ.

Question 112

In the crown's answer to Question 53 the crown recommends separating M5 into 2 requirements "Yes. Canada recommends separating the two requirements."

Will the crown be splitting and creating a new mandatory OR confirming the two separate requirements? There was no reference to M5 in amendment #2.

Answer to Question 112:

Canada has revised Mandatory Requirement M5 and split that mandatory requirement into two separate mandatory requirements (now listed as Mandatory Requirement M5 and M8). Please see Modifications 5 and 6.

Question 113

By Modification 1 of Amendment 1 to the ITQ, SCC modified the mandatory requirement M3 so as to change its former mandatory requirement of Respondents having to show compliance with SOC 1 and SOC 2 with a new mandatory requirement where Respondents must show compliance with SOC 3. A SOC 3 Report is simply a summary of a SOC 2 Report and does not have any additional controls. The difference is that SOC 3 is a simplified form of evidence of compliance with SOC 2 that can be published online and is associated with consumer facing clouds. Certain cloud service providers do not normally use SOC 3 as they only deal with "B2B" (government and enterprise) clients who either ask for the actual SOC 2 Report or ask for customized versions. Procuring a SOC3 would therefore take time for such cloud service providers. Modification 1 has therefore created an unnecessary and unfair disadvantage for cloud service providers who specialize serving governments and enterprise customers and do not regularly supply SOC 3 compliance as a means to prove their SOC 2 compliance.

We strongly request that Mandatory M3b) be changed to require proof of compliance with SOC 1/2 standards reports or SOC 3 reports?

Answer to Question 113:

Please see Canada's response to Question 110.

Question 114

We are asking for a minimum 2 week extension on the due date of the Public Cloud ITQ given that Annex C, but more specifically Annex D, have not been released. The ITQ Amendment #1 stated that these documents would be released the week of the 22-26th, and we have not yet seen them. With vacation schedules and workload from other SSC procurements on the street, we are concerned that it will not be possible to meet the expected deadline.

Answer to Question 114:

Please see Amendment 3 published on BuyandSell.gc.ca.

Question 115

According to AICPA (American Institute of Certified Public Accountants) who govern the content of the SOC reports, SOC 3 covers the same subject matter as SOC 2 but without a description of the services auditor's tests of controls and results. Full service global cloud providers will generally complete SOC 2 certification first and then SOC 3 reports – especially if they have a very large global portfolio of IAAS, PAAS and SAAS cloud services. Since the subject matter of SOC 2 and SOC 3 are equivalent according

to AICPA, can the Crown confirm it is permissible to respond to M3 with either a SOC2 or SOC3 report - given they cover the exact same material?

Answer to Question 115:

Please see Canada's response to Question 110.

Question 116

Since Annex B and Annex C won't be released until Aug 26th and the answers to that question period will be arriving in September, we respectfully request a 4 week extension to Oct. 7th to complete our ITQ response.

Answer to Question 116:

No additional extensions to either the question period or solicitation will be granted. Please see Amendment 3 and Amendment 4 posted on BuyandSell.gc.ca.

Question 117

Is there any existing Public Cloud or Hosted Cloud Provider that SSC is already using for IaaS/PaaS? If yes, please provide the Provider name and location from where these cloud services are getting delivered today.

Answer to Question 117:

The GC is using Amazon Web Services to deliver laaS services to the Managed Web Service project and hosts Hootsuite. SSC is not using a public cloud services at the moment

Question 118

Who will own the Cloud Service Provider Contracts in future i.e. SSC or Supplier?

Answer to Question 118:

The GC will own the CSP contracts it negotiates now and in the future.

Question 119

Is there any SaaS provider that SSC is using currently? If yes, please provide details.

Answer to Question 119:

There is no SaaS currently used at SSC.

Question 120

Who will own the SaaS Provider Contracts in future i.e. SSC or Supplier?

Answer to Question 120:

Please see Canada's response to question 118.

Question 121

Do you currently have your own in-house data center or do you outsource to another Data center Provider? If the data center is provided from anther provider – is there any legal compliances that are required? Does the data center have to be located in Canada?

Answer to Question 121:

SSC currently has its own data centres owned by the GC and has not outsourced to a data center provider. There are no data residency requirements in this procurement.

Question 122

Do you currently have any virtualized platforms in your data center? If yes, what is the percentage?

Answer to Question 122:

Yes, we currently have virtualized platforms in our Data Centres. The exact percentage is not known at this time.

Question 123

Within your current data center environment – do you currently have any non-production systems? If yes, what is the percentage?

Answer to Question 123:

Yes there are non-production systems in some of our Data Centres e.g. Dev/Test/Client Acceptance. The exact percentage is not known at this time.

Question 124

Within your current data center environment – are there any Legacy Systems being used, such as UNIX or Mainframe?

Answer to Question 124:

SSC has mainframes in its data centers however there are no plans to move the mainframes into the cloud at this time.

Question 125

Has there any Cloud Assessment already been done for the existing On-Prem Servers to check its cloud amenability or the same needs to be performed as part of the engagement

Answer to Question 125:

There was an initial assessment completed. Canada will not be providing this information as part of this procurement.

Question 126

Please describe your application landscape at a high level. Have you done an application portfolio analysis? If yes, could you please share the findings with us?

Answer to Question 126:

There was an application portfolio analysis done as part of TBS IT strategy planning. Canada will not be providing this information as part of this procurement.

Question 127

Please provide % of the systems/Applications with different usage pattern i.e. consistent 24X7/seasonal/bursting needed at specific hours a day

Answer to Question 127:

As this is the first cloud procurement for SSC, the information requested is not available at this time.

Question 128

We were wondering if there were any Government mandates regarding application Specific Regulatory Compliance, or any considerations apart from ISO and SOC that needs to be taken into account. For example; would there be any mandates on designing the solution since this is a Government entity. Anything that we need to be aware of?

Answer to Question 128:

Annex D, Section 3 – Acts, Policy Instruments and Guidelines lists the GC's compliancy requirements. Security and technical requirements will be part of the RFP.

Question 129

Is there any security restriction to use Multi-tenant Cloud Management Platform and shared services model for Managed Support Services?

Answer to Question 129:

Security requirements will be part of the RFP.

Question 130

What is the current high level volumetric for Compute and storage and what is the Growth projection for the next 5 years

Answer to Question 130:

Canada does not currently have any volumetrics available to share for this procurement.

Question 131

What is the existing ITSM tool used on-Prem. Can we leverage the same for cloud as well.

Answer to Question 131:

There is currently a competitive procurement for a new enterprise ITSM tool however there are no plans to use the tool in the cloud.

Question 132

"Please do let us know if there is any existing tool already in use to perform the above functions:

- Provisioning of VM
- Application/DB Provisioning
- Configuration Management
- Patch Management (OS & DB)
- Compliance Management
- Performance Management
- Capacity Management
- Monitoring and Reporting
- Security Management
- Metering and Billing"

Answer to Question 132:

Please refer to Annex D published on Buy and Sell.

Question 133

"What all Security tools are used On-Prem for the following purpose:

- Network Security
- User Authentication & IDAM
- Data Protection
- Anti-virus and Anti-malware"

Answer to Question 133:

Security requirements and authentication requirements related to the public cloud services procurement will be addressed at the RFP stage of this procurement.

Question 134

What % of the existing systems are Legacy i.e. hardware & software

Answer to Question 134:

There is no data available at this time on the % of hardware & software on legacy systems. Legacy systems are not included in this cloud procurement.

Question 135

How deeply remote sites are integrated with overall IT strategy? Are there any remote sites with critical infrastructure?

Answer to Question 135:

There is no data available on remote sites at this time.

Question 136

What are the largest systems from Size, Capacity, Criticality, Utilization point, you have virtualized?

Answer to Question 136:

The exact percentage is not known at this time.

Question 137

What are the backup retention requirements for regulatory compliance?

Answer to Question 137:

Backup requirements will be part of the RFP.

Question 138

Please provide details of Disaster Recovery landscape and management? What are the Minimum RPO and RTO required?

Answer to Question 138:

Disaster Recovery requirements will be part of the RFP requirements.

Question 139

What is the present TCO per Year for SSC?

Answer to Question 139:

The total TCO for cloud has not been determined. This is SSC's first cloud procurement.

Question 140

What are the transformation timelines you are looking at for Cloud?

Answer to Question 140:

The first phase of the cloud implementation will be awarding contracts to the successful bidders of the Public Cloud Services. As mentioned during the bidders' conference, SSC will analyze the potential for Protected B Cloud procurement in the future once the public cloud services have been established and demand has been reviewed.

Question 141

Could Shared Services Canada provide further clarification on modified Annex A- question M7 point (f)? Please provide further details on what shared services consider "configuration management" in the context of public cloud services and to provide some specific use cases.

Answer to Question 141:

Canada will not provide use cases for point (f). The requirement is for configuration management reports and alerts (configuration audit reports, configuration change reports, inventory, file integrity monitoring reports; provided by the CSP.

However configuration management in this context refers to the following NIST definition: Configuration Management (CM) comprises a collection of activities focused on establishing and maintaining the integrity of products and systems, through control of the processes for initializing, changing, and monitoring the configurations of those products and systems.

Question 142

"As a follow-up question to Amendment 1, Modification 1 can SSC please confirm the following:

Since SOC 2 reports and SOC 3 reports fundamentally contain the same information, can SSC confirm that it will accept a SOC 2 report to meet this requirement? Fundamentally, we are requesting Modification 1 to be updated to state:

Does the Cloud Service Provider identified in M1, have information security policies and procedures that meet the following certification standards:

- a. ISO 27001; and
- b. AICPA Service Organization Control (SOC) SOC 2 reports or SOC 3 reports ".

Answer to Question 142:

Please see Canada's response to Question 110.

Question 143

In recognition of responses to professional services questions responded to in Q90 and Q95, can SSC please confirm that during the RRR phase and RFP/RFSA phase, that the scope of services will not include:

- a. Advisory professional services
- b. Architecture professional services
- c. Migration professional services
- d. Conversion professional services
- e. Security professional services

- f. Change or Organizational management services
- g. Implementation professional services
- h. Prototyping professional services
- i. Update/Upgrade management services
- j. Testing professional services
- k. Training professional services
- I. Project management professional services

As SSC has stated, there are current professional services contracting vehicles that these are covered under.

Answer to Question 143:

As SSC has stated, there are current professional services contracting vehicles that these are covered under.

The public cloud procurement does not include professional services and as stated during the bidder's conference, existing professional services vehicles will be used to fulfill professional services requirements.

Question 144

With regards to the solicitation, we'd like to know when Annexes C and D will be published. In Amendment #1, it was stated that these annexes would be published the week of August 22 to 26.

We are now August 29th and they have not yet been published.

Answer to Question 144:

Please see Canada's response to Question 116.

Question 145

ITQ Section 2.1(b) provides that any "instructions, clauses and conditions identified in this document or any of its attachments by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual" and are incorporated by reference into the document. Please confirm that only those instructions, clauses and/or conditions specifically identified by number, date and title in the ITQ, annexes, and Standard Instructions are incorporated into the document (i.e. Respondents are not agreeing to all potential terms and conditions contained in the Standard Acquisition Clauses and Conditions Manual).

Answer to Question 145:

That is correct.

Question 146

Annex B, Section 1.4(f) Submission of Ownership and Control Information requires a bidder to supply organization charts and additional information in case a solicitation concerns a procurement that is subject to the National Security Exception. How will such solicitations be identified when released? Under what circumstance would the Contracting Authority request this supplemental information?

Answer to Question 146:

Procurement subject to the National Security Exception is typically identified in the solicitation documentation. Canada also suggests that the Respondent review Sections 1.2 (c) and 2.1 (e) of the ITQ.

Question 147

Annex B, Section 1.8(c) provides that unless a solicitation contemplates bids in foreign currency, all prices must be quoted in Canadian dollars. Would Canada consider opening all solicitations to bids in either CAD or USD, not just CAD?

Answer to Question 147:

Canada will communicate this information in the next phases of the procurement process. We encourage the supplier to review Annex C and provide any suggestions and feedback as part of their ITQ response.

Question 148

Annex B, Section 1.12(d)(ii) allows Canada to survey a "bidder's facilities" within 5 working days of a request by Contracting Authority. Does this provision only apply to the "bidder" responding to a Solicitation? Does it also extend to a Cloud Service Provider providing services through the actual "bidder" if that CSP is not submitting a direct bid? In other words, does this provision authorize Canada to survey a CSP's facilities?

Answer to Question 148:

Canada will communicate additional information on this topic in the next phases of the procurement process.

Question 149

Annex B, Section 3.1(a) replaces the term "bidder" in the Standard Instructions with the term "Respondent," which is not defined in Annex E of the ITQ. Accordingly, the term "Respondent" would be defined under Section 1.4(a) as "the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid. It does not include the parent, subsidiaries or other affiliates of the bidder [Respondent], or its subcontractors." Please confirm that, as used in the ITQ and, more specifically, Form 1 – Bid Submission Form, the term "Respondent" is defined in accordance with Section 1.4(a) of the Standard Instruction and does not include any subsidiaries or affiliates of the Respondent.

Answer to Question 149:

That is correct; however Canada also encourages the review of Section 2.4 of the ITQ.

Question 150

Annex B, Sections 4, 5, and 6 – Please confirm that these standard instructions are only applicable to the specific types of solicitations contemplated (e.g. Requests for Standing Offers, Requests for Supply Arrangements, and Telecommunications Procurements), and not the ITQ submission itself.

Answer to Question 150:

That is correct.

Question 151

Amendment 001, Answer to Question 5 – Question 5 was related to Section 3.3 (b) asking for clarification on what "0" means in the ITQ. Answer to question 5 is "please see Modification 1". Modification 1 in

Amendment 001 related to mandatory requirement M3. Can SSC please provide a response to Question 5?

Answer to Question 151:

Please see Canada's revised response to Question 5 and Modification 4.

Question 152

ITQ Section 2.2 (a) – Given that SSC has not provided draft copies of Annex C and D prior to the August 29 deadline for Question period 2, we respectfully request that SSC add Question Period 3 allowing sufficient time for industry review, with questions and answers related to Annex C and D prior to the September 16 closing date.

Answer to Question 152:

Please see Canada's response to Question 116. Canada also suggest that Respondents review Section 2.2 (b) and (c) where Canada clearly states how questions and feedback should be provided during the ITQ solicitation, and when questions related to both Annexes will be addressed in the procurement process.

Question 153

During the SSC ITQ information session SSC declared that this ITQ was originally for laaS and has been expanded to include qualifying cloud vendors for SaaS as well. Looking at the mandatories, it appears that some wording still applies only to laaS and we are requesting clarification in respect to SaaS qualification. Can Canada please confirm the following"

- 1. M4: When asking for the CSP to offer pre-configured VM templates by development life cycle stage and size, how does this apply to a SaaS CSP? Is it simply that the SaaS CSP should have a standard repeatable software service offering distinguishing between Dev and Prod environments and be scalable based on load without impacting the service performance?
- 2. M5: When requesting that the CSP should offer "service provisioning", for a SaaS CSP does this simply refer to the provisioning of its own software as a service in a standard repeatable fashion?
- 3. M5: For service state transitions, in a SaaS scenario, does this simply mean that access to the software service can be enabled and disabled?

Answers to Question 153:

- 1. Mandatory M4 has been removed. Please see Canada's response to Question 73 in Amendment 2.
- 2. Yes
- 3. Yes and that data can be transferred back to the GC.

Question 154

Our company maintains a number of industry certifications, including the ISO27001, SOC1 type II and SOC2 type II, however at this point, we have do not have the SOC 3 certification, as per the requirement in Modification 1. Can Canada please include another method or verification that would allow our organization to meet or attest to the requirement?

Answer to Question 154:

Please see Canada's response to Question 110.

Question 155

Given the extension to the closing date and the anticipated release of Annexes C & D on August 31, 2016 we believe it would be in Canada's best interest to offer a Question Period #3, with a timeline similar to the previous periods.

Providing September 16 as the close date; questions/clarifications from Respondents submitted by September 5 @ 2:00PM with responses from Canada by September 9 @ 2:00PM.

Answer to Question 155:

Please see Canada's response to Question 116.

2. CANADA'S REVISED RESPONSE TO QUESTION 5

Question 5

On page 8 of 22, Section 3.3 b) the requirement reads "The response must provide all the information required by 0". Would Canada please clarify what "0" means in the context of this statement?

Revised Answer to Question 5:

Please see Modification 4.

3. MODIFICATIONS

Modification 4

On page 8 of the ITQ, Section 3.3 - Content of Response

DELETE:

b) Specific Responses to the Qualification Requirements at Annex A (Mandatory at ITQ Closing): The response must provide all the information required by 0. The use of the form provided in Annex A is not mandatory, but it is recommended.

INSERT:

b) Specific Responses to the Qualification Requirements at Annex A (Mandatory at ITQ Closing): The response must provide all the information required by Annex A. The use of the form provided in Annex A is not mandatory, but it is recommended.

Modification 5

On page 15 of the ITQ, Annex A – Qualification Requirements

DELETE: M5 in its entirety

INSERT:

The Respondent must demonstrate that the Cloud Service Provider, identified in M1, uses open, published, and supported APIs to support interoperability between components and to facilitate migrating applications.

The substantiation required for M5 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Cloud Service Provider meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.

Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to additional documentation submitted with the Response, it is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.

М5

Modification 6

On page 16 of the ITQ, Annex A – Qualification Requirements

INSERT:

The Respondent must demonstrate that the Cloud Service Provider, identified in M1, uses open, published, and supported APIs to support interoperability between components and to facilitate migrating applications.

The Cloud Service Provider must currently provide the following services:

M8

- a) Service provisioning
- b) Trouble ticketing
- User provisioning (e.g. to manage users and facilitate user creation and ongoing management)
- d) Authentication (e.g. to enable SSO experience)
- e) Service by monitoring (e.g. resource usage statistics, alerts); and
- f) Service state transitions (e.g. start, stop)

The substantiation required for M8 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Cloud Service Provider meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.

Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to additional documentation submitted with the Response, it is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.

Modification 7

On page 4 of the ITQ, Section 2.1 - Standard Instructions, Clauses and Conditions

DELETE:

a) SSC's Standard Instructions for Procurement Documents No. 1.0 ("SSC's Standard Instructions") are incorporated by reference into and form part of the ITQ as though they were expressly set out here in full. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails. SSC's Standard Instructions are attached in Error! Reference source not found.

INSERT:

a) SSC's Standard Instructions for Procurement Documents No. 1.0 ("SSC's Standard Instructions") are incorporated by reference into and form part of the ITQ as though they were expressly set out here in full. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails. SSC's Standard Instructions are attached in Annex B.

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	Publish Canada's Response for Questions 1 to 56 Publish Modifications to the ITQ (Modifications 1 & 2) Non PDF Version Publish MS Word version of Form 1
Amendment 2	Buyandsell.gc.ca	August 24, 2016	 Publish Canada's Response for Questions 57 to 100 Publish Canada's Revised Response to Question 10 Publish Modification to the ITQ (Modification 3)
Amendment 3	Buyandsell.gc.ca	August 29, 2016	Extend qualification period.
Amendment 4	Buyandsell.gc.ca	August 31, 2016	Publish Annex C and Annex D
Amendment 5	Buyandsell.gc.ca	September 2, 2016	 Publish Canada's Response for Questions 101 to 155 Publish Canada's Revised Response to Question 5 Publish Modifications to the ITQ (Modifications 4 to 7)