



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des soumissions
- TPSGC**

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

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

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT.

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 LAC - Digital Asset Management	
Solicitation No. - N° de l'invitation 5Z011-170118/A	Amendment No. - N° modif. 006
Client Reference No. - N° de référence du client 5Z011-170118	Date 2017-09-25
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-107-31720	
File No. - N° de dossier 107xl.5Z011-170118	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-10-26	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Conn-Harbinson, Margo	Buyer Id - Id de l'acheteur 107xl
Telephone No. - N° de téléphone (873) 469-4663 ()	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

Contract No. - N° du contrat	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
	06	107xl
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
5Z011-170118	107xl 5Z011-170118	

QUESTIONS FROM BIDDERS
Dated 25 September 2017

THE PURPOSE OF THIS AMENDMENT IS TO EXTEND THE CLOSING DATE OF THE BID SOLICITATION FROM 19 OCTOBER 2017, 2:00 PM EST, TO 26 OCTOBER 2017, 2:00 PM EST.

QUESTIONS:

The following questions were received from bidders. To ensure consistency and quality of information provided to Bidders, significant enquiries received and the replies to such enquiries will be provided simultaneously to all Bidders to whom the bid solicitation has been sent.

QUESTION 28:

We understand that LAC is requesting a SaaS solution that could be paid per a unit of measurement (such as space), and since in order to propose a secure SaaS solution a large investment may be required by the vendor, could LAC please indicate what would be the minimum guaranteed amount of units it will procure every year?

RESPONSE 28:

As states in Part 7, Annex B, Table A, the minimum guaranteed per year is one (1) terabyte for access and one (1) terabyte for digital preservation.

QUESTION 29:

As a follow-on question to Question 1b issued in Amendment 002, could LAC please describe the criteria that would define an alternate processing site as geographically distinct?

RESPONSE 29:

LAC will accept the alternate processing site to be geographically distinct if the uptime availability of 98% can be met and remains compliant and responsive to the requirements as specified in the bid solicitation, including:

Annex A, 4.8.9 (M) The content and all associated metadata managed by the system must reside within Canada.

Contract No. - N° du contrat	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
	06	107xl
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME
5Z011-170118	107xl 5Z011-170118	

QUESTION 30:

LAC has a security profile of PROTECTED B / Medium Integrity / Medium Availability (PBMM) as stipulated in section 14.16 of the RFP, in accordance to ITSG-33 Annex 4A - Profile 1 (PBMM) Security Requirements Traceability Matrix (SRTM) for initial Security Assessment and Accreditation (SA&A) of the DAMS SaaS solution.

- 1) The PBMM security profile Medium Availability security controls and Service Availability Levels requirements (see section 20.9) would require, at a minimum, dual Cloud Data Centre (DC) locations/services from DCs in separate logical and geographically separated Regions and Zones. Please confirm the minimum distance required between Cloud Services Providers data centers.
- 2) Would LAC, in case of emergency [i.e.: catastrophic extended power grid outage] and temporary disaster recovery measure, consider the DAMS Services be hosted in an alternate City Cloud Services Providers data centers, outside of Canada?

RESPONSE 30:

- 1) As per ITSG 33 there is no minimum distance requirement. *"The organization ensures that the alternate processing site provides information security safeguards equivalent to that of the primary site. Supplemental Guidance: Alternate processing sites are sites that are geographically distinct from primary processing sites. An alternate processing site provides processing capability in the event that the primary processing site is not available. Items covered by alternate processing site agreements include, for example, environmental conditions at alternate sites, access rules, physical and environmental protection requirements, and coordination for the transfer/assignment of personnel. Requirements are specifically allocated to alternate processing sites that reflect the requirements in contingency plans to maintain essential missions/business functions despite disruption, compromise, or failure in organizational information systems. Related controls: CP-2, CP-6, CP-8, CP-9, CP-10, MA-6."*
- 2) No, the data residency is required in Canada at all time.

QUESTION 31:

4.8.4 (M) The Contractor must provide a scalable secure hosted service along with online storage where it must be possible for authorized users to install software for managed file transfer from external donors/producers/publishers and LAC Staff and pre-ingest file processing. This environment must be hosted with the same infrastructure provider in the same region as the DAMS.

- 1) How critical is the availability of these services to LAC? Please confirm if these services must be available, failsafe, in each logical/geographical region where the DAMS is hosted.

RESPONSE 31:

- 1) The service availability is defined in Part 7 section 20.9, Service Availability Levels and Credits.