



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. 009
Client Reference No. - N° de référence du client 5Z011-170118	Date 2017-10-25
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 2017-11-09	
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

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QUESTIONS FROM BIDDERS
Dated 25 October 2017

PURPOSE:

The Solicitation Amendment is issued:

- A) To correct Responses 34, 35 and 37 provided in Solicitation Amendment No. 7 (ENGLISH VERSION ONLY), and
- B) To respond to questions regarding the bid solicitation.

A) **CORRECTIONS TO RESPONSES 34, 35 AND 37 – SOLICITATION AMENDMENT NO. 7 (ENGLISH VERSION ONLY):**

1) **At Response 34:**

DELETE

Must be certified means that the organisation needs to have information security policies and procedures that are certified ISO 27001.

- The certification is given to the organisation.
- The infrastructure provider organisation must be certified against ISO 27001.

No, LAC will not consider the proposed alternatives for Information Security Management given the sensitivity of the information. ISO 27001 is a recommended certification by Treasury Board for protecting unclassified data in the Cloud adoption strategy.

REPLACE

Must be certified means that the organisation needs to have information security policies and procedures that are certified ISO 27001.

- The certification is given to the organisation.
- The infrastructure provider organisation must be certified against ISO 27001.

No, LAC will not consider the proposed alternatives for Information Security Management given the sensitivity of the information. ISO 27001 is a recommended certification by Treasury Board **of Canada Secretariat** for protecting unclassified data in the Cloud adoption strategy.

2) **At Response 35:**

DELETE

It is the responsibility of the vendor to demonstrate that they have adequately comply with the requirements and controls in the PBMM profile.

Please refer to the following links:

<https://www.tbs-sct.gc.ca/hqw-cgf/oversight-surveillance/itpm-itgp/it-ti/cloud-nuage/scp-pcs-eng.asp>

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<https://www.cse-cst.gc.ca/en/node/265/html/25842>

REPLACE

It is the responsibility of the vendor to demonstrate that they have adequately **complied** with the requirements and controls in the PBMM profile.

Please refer to the following links:

<https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/itpm-itgp/it-ti/cloud-nuage/scp-pcs-eng.asp>

<https://www.cse-cst.gc.ca/en/node/265/html/25842>

3) At Response 37:

DELETE

- The data is copyrighted or up to protected B level of sensitivity.
- Please see response to Question 36 above.
- Anything above protected B will not be stored or maintain by the system or the contractor.
- No active data from other department will be stored in the systems, only data that have completed their retention schedule and that have transferred to LAC as documents of enduring values will be stored in the system. Therefore, no supplemental screenings will be required.

REPLACE

- The data **may be** copyrighted or up to protected B level of sensitivity.
- Please see response to Question 36 above.
- Anything above protected B will not be stored or maintain by the system or the contractor.
- No active data from other department will be stored in the systems, only data that have completed their retention schedule and that have transferred to LAC as documents of enduring values will be stored in the system. Therefore, no supplemental screenings will be required.

B) 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 77:

Regarding Part 7, Annex B, Table A, Line Item 4, would Canada please provide their definition of **digital preservation** in this context, and what attributes or characteristics of the storage environment would apply when you say "for **digital preservation** purposes...."?

In addition, would Canada please explain how **digital preservation** differs from the storage required in line item 3 of the same pricing table, which is described as"for **access** purposes...?"

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RESPONSE 77:

Bidders may propose a tiered storage solution that is suitable for digital preservation and access purposes such as low-latency storage for access and higher latency storage for digital preservation. For example, access copies of digital objects in formats such as .jpg, .mp3, or .mp4 can reside on low-latency storage for immediate online access. On the hand, preservation copies of the same digital objects in formats such as .tiff, .wav, or .mxf can reside on higher latency storage since they are delivered for download through a secure file transfer solution upon request.

Note that the delivery of digital material to the public will be handled by other solutions and is outside the scope of this RFP.

QUESTION 78:

The RFP contemplates the delivery of a fully hosted Digital Asset Management System including Software-as-a-Service and the associated infrastructure to host the solution. Due to the mandatory terms and conditions of the resulting contract terms, the RFP is incompatible with solutions delivered via commercially available public cloud infrastructure.

Commercially available public cloud infrastructures must be delivered as a standard, non-customized service. If customizations are made, economies of scale achieved through the delivery of a shared, standardized service are lost.

In order to provide a commercially available cloud service, providers of such services must be able to rely on the standard terms and conditions applicable to the services, including terms related to service delivery and service levels. These terms reflect how the cloud services are engineered and architected.

If taxpayers are to benefit from the functionality, scalability and cost efficiency of a hyper-scale cloud service, PSPC will need to accept a service provider's standard terms and conditions and accept that none of its terms that would impact on delivery of the hyper-scale cloud service do not apply. **Accordingly, we request that PSPC amend the RFP to: (i) revise the Priority of Documents to list the commercial terms that will form part of the resulting contract at the top of the list in Part 7, Section 25 of the RFP, (ii) delete the following from Section 25.1 "not including any software publisher license terms and conditions that may be included in the bid", and (iii) add the following new section:**

Software Publisher Terms. Notwithstanding anything to the contrary in the RFP or the resulting contract, none of the terms of the RFP that may impact on the delivery of the services to which the commercial terms listed at the top of Part 7, Section 25 will apply to such services.

RESPONSE 78:

No. Canada has reviewed the request and the requirement remains the same. Bids that are submitted as conditional pending acceptance of additional software publisher license terms and conditions will be deemed non-responsive.

Bidder, please note, as per Part 2, Bidder Instructions, Section 1, Standard Instructions, Clauses and Conditions, Paragraph 1.2, Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

Bidders can also refer to Part 4, Evaluation Procedures and Basis of Selection, Section 2, Evaluation Criteria, Paragraph 2.1 Mandatory and Rated Requirements, Sub-Paragraph 2.1.1 and Part 7, Resulting Contract Clauses, Note to Bidder appearing prior to Article 1.0 Requirement.

In Part 2, Bidder Instructions, Section 5, Improvement of Requirement During Solicitation Period (and in accordance with Part 2, Section 3, Enquiries – Bid Solicitation, Paragraph 3.2) of the Bid Solicitation, we have encouraged Bidders to indicate where modifications to the terms and conditions would be beneficial to the process and have

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made adjustments where appropriate so that they would apply to all bidders. We require consistent applicable terms and conditions in order to ensure a consistent evaluation of bids.

QUESTION 79:

Given the numerous clarifications and their implications as provided in Amendment #7, which will require further clarifications to complete and submit a fully compliant proposal addressing the specific LAC DAMS requirements, would LAC extend the closing date of submission of the RFP to November 16th, 2017?

RESPONSE 79:

See amendment #8.

QUESTION 80:

Clarification on Amendement #7 – questions 73

RESPONSE 73: Requirements related to ingest of files is twofold. The mandatory requirement “4.1.3 (M) The system must be capable of ingesting all file formats identified in LAC’s Guidelines on File Formats for Transferring IREV” is for the ability to store all file formats identified in the LAC’s Guidelines on File Formats for Transferring IREV within the system, whereas the rated requirement “4.1.4 (R) The system should be capable of characterizing all file formats identified in LAC’s Guidelines on File Formats for Transferring IREV” is for the ability to characterise files within the system.

The LAC file format guidelines contains 9 file formats with numerous Preferred and Acceptable formats for each categories, as per list below (72 in total):

File Format	Total Preferred Formats	Total Acceptable Formats
1. Text formats	6	4
2. Presentation formats	2	2
3. Email formats	2	2
4. Digital Photographs	3	4
5. Scanned Text	3	2
6. Digital Audio Formats	1	4
7. Digital Cinema	2	1
8. Digital Video	3	5
9. Geospatial formats	9	6
10. Computer Aided Design (CAD) formats	2	2
11. Formats for Data Sets (DB + Spreadsheets)	2	5
TOTALS:	35	37

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Please confirm that the LAC selected DAMS solution mandatory requirement must be able to demonstrate at contract award ALL file formats documented in the referenced LAC's Guidelines on File Formats for Transferring IREV.

<http://www.bac-lac.gc.ca/eng/services/government-information-resources/guidelines/Pages/guidelines-fileformatstransferring-information-resources-enduring-value.aspx> .

RESPONSE 80:

At **bid closing**, the bidder will be asked to substantiate, as part of their proposal, how their solution complies with all mandatory and rated requirements. This includes substantiation related to meeting mandatory requirement 4.1.3 : "The system must be capable of ingesting all file formats identified in LAC's Guidelines on File Formats for Transferring IREV".

Bidders who meet the mandatory requirements and score at least 60% on the rated requirements will also be asked to demonstrate the following as part of the On-Site Demonstration prior to contract award:

- 1- The Bidder must demonstrate the automated ingest of a multi-level directory containing files and associated metadata.
- 2- The Bidder must demonstrate the rendering of commonly used content such as MS Office (Word, Excel and PowerPoint), PDF, and media files (.jpg, .tiff, mp4, mp3).

QUESTION 81:

Clarification on Amendment #7 – questions 32

The SRCL provided in the RFP states that unscreened persons may not be engaged on the contract...

Modern scalable resilient cloud services leverage the services of highly trained, qualified personal to manage ISO27001 rated common cloud services for a wide array of Clients. I would be highly impractical and unfeasible to maintain specific "Client specific security clearances" requirements in a public cloud services context. In lieu of trying to meet specific client's personnel security clearance, or to set-up a Client's private cloud with dedicated services and personnel, Cloud Providers institute security controls for general cloud services provisioning and maintenance, with the required safeguards such as segregation of duties or other compensating controls.

Will LAC accept to receive these common SaaS Cloud Services Providers (CSP), based on CSP ISO27001 standard compliance results, in additionally with the successful bidder implementing any required additional security controls to deliver the LAC DAMS SaaS services, assessed and confirmed for continued compliance against the ITSG-33 PBMM security profile?

RESPONSE 81:

No, compliance with ITSG-33 PBMM security profile is not sufficient. Section 13.2 of Part 7 refers to the need for all personnel, Contractor and Subcontractor, requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC. Anyone who will be working with or have contact with any Protected Information classified at the Protected B level. These personnel would require a Reliability Status clearance.

Only personnel requiring access to Protected Information, assets or work sites, require a valid Reliability Status granted or approved by CISD/PWGSC. All other uncleared personnel cannot have access to any area where Protected Information is stored, analyzed or processed.

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QUESTION 82:

Clarification on Amendement #7 – questions 73

BIDDER CERTIFIES THAT SOFTWARE IS OFF-THE-SHELF OR COMMERCIALY AVAILABLE

5.1 Any software bid to meet this requirement must be “off-the-shelf” or commercially available, meaning that each item of software is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment).

Given that off-the-shelf” or commercially available SaaS offering normally continue to evolve to address new or additional Clients’ software features and functions, would it be acceptable for the LAC selected solution to provide additional file formats ingestion or characterization of additional various file formats through this regular evolution process?

RESPONSE 82:

In accordance with Part 7 section 8.3: As part of the annual SaaS subscription, the Contractor must provide any new functionality, bug fixes, as well as any file format registry updates that are part of future releases. Furthermore, the solution must meet the mandatory requirement 4.3.5 “(M) The system must provide the ability for users to add new custom formats to the file format registry”.

QUESTION 83:

Given the sometimes rapid evolutionary nature of DAMS SaaS offerings, would it be relevant to LAC to select a product committed and already serving the Canadian DAMS community, and also aligned to international standards?

RESPONSE 83:

Proposed solutions will be evaluated as per Part 4 – Evaluation Procedures and Basis of Selection.

QUESTION 84:

Would LAC accept a new or separate implementation of a DAMS SaaS solution hosted in Cloud Service Provider hosted in Canada, where LAC could be their only Canadian client?

RESPONSE 84:

The bidder may propose a solution that meets the numbered mandatory and rated requirements. Additionally, the proposed solution must meet the privacy and security requirements as well as fulfill the required contract clauses.

QUESTION 85:

LAC DAMS Roadmap and Strategy

In order to respond to the LAC fundamental challenge, documented a Digital Strategy

(http://publications.gc.ca/collections/collection_2016/bac-lac/SB4-36-2016-eng.pdf), how significant for LAC to select a product committed and already serving the Canadian DAMS community, and also aligned to international standards?

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RESPONSE 85:

Proposed solutions will be evaluated as per Part 4 – Evaluation Procedures and Basis of Selection.

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICIATION REMAIN UNCHANGED.