



**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

<b>Title - Sujet</b> LAC - Digital Asset Management	
<b>Solicitation No. - N° de l'invitation</b> 5Z011-170118/A	<b>Amendment No. - N° modif.</b> 011
<b>Client Reference No. - N° de référence du client</b> 5Z011-170118	<b>Date</b> 2017-11-03
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-107-31720	
<b>File No. - N° de dossier</b> 107xl.5Z011-170118	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-11-09</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Conn-Harbinson, Margo	<b>Buyer Id - Id de l'acheteur</b> 107xl
<b>Telephone No. - N° de téléphone</b> (873) 469-4663 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**QUESTIONS FROM BIDDERS  
Dated 3 November 2017**

**PURPOSE:**

The Solicitation Amendment is issued:

- A) To identify changes to the bid solicitation, and
- B) To respond to questions regarding the bid solicitation.

**A) CHANGES TO BID SOLICITATION:**

- 1) **At Part 7, Annex B – List of Deliverables and Services, Table A - List of Deliverables and Services, Item 05:**

**DELETE**

05	For the initial user and administrator online training	Per Course/Per User
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**REPLACE**

05A	For the initial administrator online training	Per Course/Per User
05B	For the initial user online training	Per Course/Per User

- 2) **At Part 7, Annex B – List of Deliverables and Services, Table B - List of Optional Deliverables and Services, Items 13, 14 and 15:**

**DELETE**

13	For the initial user and administrator on-site training	Per training session
14	For ongoing user and administrator on-site training	Per session
15	For ongoing user and administrator online training	Per session/per course

**REPLACE**

13A	For the initial administrator on-site training	Per Course/Per User
13B	For the initial user on-site training	Per Course/Per User

14A	For ongoing administrator on-site training	Per Course/Per User
14B	For ongoing user on-site training	Per Course/Per User

15A	For ongoing administrator online training	Per Course/Per User
15B	For ongoing user on-line training	Per Course/Per User

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**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.**

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**QUESTION 90:**

**Part 5 Certifications – Section 6 Software Publisher Certification and Software Publisher Authorization**

Can the Crown please confirm that, under Section 6.2, in the event that the “Bidder is not the software publisher of all the software solution or components proposed as part of its bid...”, it is Canada’s expectation that this form would be completed by the software publisher, or in the case of a cloud services provider for the infrastructure components of the proposed solution, this form is to be completed by the cloud services provider?

**RESPONSE 90:**

Yes, anyone who is providing a part of the software or components of the proposed solution must complete either Attachment 5.1 or 5.2 or both as the situation warrants.

If the Bidder is the software publisher for any of the proprietary software component(s) it bids, Canada requires that the Bidder confirm in writing that it is the software publisher as per Attachment 5.1.

Any Bidder that is not the software publisher of all the software solution or components proposed as part of its bid is required to submit proof of the software publisher’s authorization, which must be signed by the software publisher (not the Bidder) as per Attachment 5.2.

If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher.

For the purposes of this Bid Solicitation, “software publisher” means the owner of any software included in the bid, who owns the IP rights and has the right to license (and authorize others to license/sub-license) its software solution.

**QUESTION 91:**

**With regards to PART 7 - RESULTING CONTRACT CLAUSES, Clause 38.0 ACCEPTANCE TEST PLAN, and Sub-Clauses 38.3 and 38.4.**

Would Canada please clarify why LAC shall conduct acceptance testing of the installed system "...to verify that it meets all the technical and functional requirements stated herein" both before the "Go Live" event (clause 38.3) and again for a period of 30 days after the "Go Live" event (clause 38.4)? Is it the intent and requirement to have two user Acceptance tests, and if so what is the difference between the two events?

**RESPONSE 91:**

“Go-Live” refers to the date on which LAC commences configuration to individual business lines with the DAMS solution by performing all the technical and functional requirements as stated in Annex A, Statement of Requirements.

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Clause 38.3 refers to the Acceptance Testing of the installed and deployed system as detailed in the Implementation Plan (Clause 37.1) and based on the Acceptance Testing Plan provided by the Bidder up to Go-Live.

Following successful completion of all Acceptance testing, the Technical Authority shall accept the system prior to the Go-Live Date. The Go-Live Date will be scheduled at a mutually agreed date between the Bidder and LAC as soon as possible following the initial Acceptance.

Clause 38.4 refers to the Final System Acceptance of the installed and deployed system that is being utilized by LAC personnel on a day to day basis. Following successful completion of all Acceptance Testing during a period of 30 days after Go-Live Date, the Technical Authority shall accept the system (i.e. Final System Acceptance).

**QUESTION 92**

**With regards to PART 7 - RESULTING CONTRACT CLAUSES, Clause 38.0 ACCEPTANCE TEST PLAN, and Sub-Clauses 38.3 and 38.4.**

Would Canada please clarify why LAC shall conduct acceptance testing of the installed system "...to verify that it meets all the technical and functional requirements stated herein" both before the "Go Live" event (clause 38.3) and again for a period of 30 days after the "Go Live" event (clause 38.4)? If the acceptance testing in clause 38.4 is deemed to be redundant, would Canada please revise clause 38.4 to require a "30 day period of enhanced monitoring of the system to ensure it is performing to the specifications listed in the RFP"?

**RESPONSE 92:**

See Response to Question 91.

**QUESTION 93:**

**With regards to Part 7 Annex B LIST OF DELIVERABLES AND SERVICES, Table A, Item 05.**

For the initial user and administrator online training, we feel that LAC would be best served by separate training sessions for users and administrators. Due to the very different nature of such courses, for example administrators receive training on security, permissions and administration topics that user training does not include, would Canada please separate item 5 into two categories: 05A for Initial user online training; and 05B for initial administrator online training?

**RESPONSE 93:**

Bidders may separate Item 5 of Table A, Annex B into two items as follows:

05A	For the initial administrator online training	Per Course/Per User
05B	For the initial user online training	Per Course/Per User

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**QUESTION 94:**

**With regards to Part 7 Annex B LIST OF DELIVERABLES AND SERVICES, Table B, Items 13, 14 and 15.**

We feel that LAC would be best served by separate training sessions for users and administrators. Due to the very different nature of such courses, for example administrators receive training on security, permissions and administration topics that user training does not include, would Canada please separate these items into two categories: user training and administrator training?

**RESPONSE 94:**

Bidders may separate Items 13, 14 and 15 of Table B, Annex B into two items each as follows:

13A	For the initial administrator on-site training	Per Course/Per User
13B	For the initial user on-site training	Per Course/Per User
14A	For ongoing administrator on-site training	Per Course/Per User
14B	For ongoing user on-site training	Per Course/Per User
15A	For ongoing administrator online training	Per Course/Per User
15B	For ongoing user on-line training	Per Course/Per User

**QUESTION 95:**

**With regards to Part 7 Annex B LIST OF DELIVERABLES AND SERVICES, Table A Item 05 and Table B Items 13, 14 and 15.**

There are several different "Unit of Issue" used for each of these training options without any clarification for restrictions such as the number of students per course or the duration of each course. In order to provide clarity and simplify evaluating these various options, would Canada please change the "Unit of Issue" for all of these stated training requirements to "Per Student"?

**RESPONSE 95:**

See Responses to Questions 94 and 95

**QUESTION 96:**

**Re: RFP, Part 7, Resulting Contract Clauses, Section 14.0 Data Security and Privacy, Subsection 14.16**

This section requires the Contractor to demonstrate compliance with the GC Cloud PBMM (Protected B/Medium Integrity/Medium Availability) profile identified in Government of Canada Security Control Profile for Cloud-based GC IT Services, as mapped to ITSG-33 Annex 4A - Profile 1 - (PROTECTED B / Medium Integrity / Medium Availability).

The Government of Canada has not yet officially certified any existing cloud provider for Protected B and therefore it is our understanding that none of the commercially available cloud solutions could comply with this section, or with the current Government of Canada regulations as outlined in the Industrial Security Manual and Contract Security Program.

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**RESPONSE 96:**

Yes, prior to "Go-Live", the Contractor must demonstrate how their security management practices apply the PBMM profile.

The GC maintains security control profiles suitable for various levels of data sensitivity. These security-control profiles will be tailored to their applicability to cloud environments, while recognizing the provider and consumer's shared security responsibility.

To enhance the repeatability and agility of the assessment process, the GC will map its security controls to internationally recognized security certifications (e.g., ISO 27001, FedRAMP and Service Organization Controls already held by cloud service providers [CSPs]). CSPs can then reuse those certifications to provide the GC with required security evidence and reduce the cost of security compliance. This approach to security has the benefit of reducing the time and effort of all involved, while increasing the GC's security.

A Contractor can be cleared to process Protected Data through the CISD/IISD clearance process, as stated under Part 6, Section 1 and Part 7, Section 13 of the bid solicitation. The security requirements must be met prior to Contract Award, and are not required at time of bid close.

**QUESTION 97:**

**RE: Solicitation Amendment 006, Question 28**

The storage amount commitment by LAC in the RFP is minimal. In reality, and once the solution is underway, it may be much larger. Therefore, the approach prescribed in the RFP may deter possible contractors from submitting a proposal, as there is no assurance provided that the Contractor will be able to recover its initial investment to set up the solution.

**RESPONSE 97:**

The minimum guaranteed per year is one (1) terabyte for access and one (1) terabyte for digital preservation. The resulting Contract includes the options to add or decrease storage as required for the purposes of access and digital preservation, with pricing per terabyte.

LAC is not in a position to provide estimates on what the storage requirements may be over the duration of the contract as projects have not been prioritized at this time.

**ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED.**