RETURN RESPONSES TO / RETOURNER LES RÉPONSES À:

Bid Receiving
C/O Tony Phan (Contracting Authority)
Shared Services Canada | Services partagés Canada
180 Kent St., 13th Floor
Ottawa, ON, K1P 0B6

Email Address for Response Submission:
tony.phan@canada.ca

AMENDMENT 002

Bidder's Name and address |
Raison sociale et adresse du fournisseur/de l'entrepreneur:

_____
_____
_____

The Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

_____
Name and title/Nom et titre

_____
Signature

_____
Date

Title / Sujet:		
Privileged Account Management (PAM) –Amendment 002		
Solicitation No. / N° de l'invitation :		**Date:**
R000013251/B		March 29, 2018
Client Reference No. / N° référence du client:		
R000013251		
GETS Reference No. / N° de reference de SEAG:		
PW-18-00821160		
Solicitation Closes / L'invitation prend fin: on / le : April 6, 2018 at / à : 12 :00 PM		**Time Zone / Fuseau horaire:** Eastern Daylight Time (EDT)
D.D.P. / R.D.A.: Plant-Usine: ☐ Destination: ✓ Other-Autre: ☐		
Address Inquiries to / Adresser toutes questions à: Tony Phan		**Buyer Id / Id de l'acheteur:** CAQ
Telephone No. / N° de téléphone: (613) 219-4471		**Email / Courriel:** tony.phan@canada.ca
Destination – of Goods, Services, and Construction / Destination – des biens, services et construction : See Herein / Voir aux présentes		
Delivery Required / Livraison exigée: See Herein / Voir aux présentes		**Delivery Offered / Livraison propose:**

Amendment 002 is raised to respond to Bidder questions and modify Annex B. Questions received after March 29, 2018 may be answered in the next amendment.

Question 3:

Please clarify whether the per user price or the total price for 500 users (per user X 500) is expected in the following representative cells:

Table 4a item 1 column C,
Table 4a sub-table item 1 column G
Table 5a item 1 column C
Table 5 sub-table item 1 column G

Response 3:

For Table 4(a), column C for line items 1 to 5, Canada is requesting firm unit prices for X # of users beyond the initial requirement for 5000 concurrent users. For line item 6, Canada is requesting a firm price per user above 7500 users (price per 1 user).

For Table 4(a) sub-table, columns C, D, E, F, G, Canada is requesting firm unit prices for X # of users beyond the initial requirement for 5000 concurrent users. For line item 6 of the sub-table, Canada is requesting a firm price per user above 7500 users (price per 1 user).

For Table 5(a), columns C, D, E, F for line items 1 to 5, Canada is requesting firm unit prices for X # of users beyond the initial requirement for 5000 concurrent users. For line item 6, Canada is requesting a firm price per user above 7500 users (price per 1 user).

For Table 5(a) sub-table, columns C, D, E, F, G, Canada is requesting firm unit prices for X # of users beyond the initial requirement for 5000 concurrent users. For line item 6 of the sub-table, Canada is requesting a firm price per user above 7500 users (price per 1 user).

Question 4:

Further clarification is required for the PoP workflows to determine the components necessary for a complete solution. Can the Crown confirm in the following representative examples that email triggers and activity approvals must be generated by the components proposed in the Solution and not rely on any external ITSM, HR, or IAM capability assumed to be present outside of the Solution.

Specifically, in Scenario 2:

"Keith Watson will be receiving a Solution-generated email to inform him that Barbara Gray's position was changed and therefore should be removed from the SQL Administrator."

a) Please confirm that this "Solution-generated email" must be generated and sent from within the components proposed within the Solution and not an external HR\ITSM system.

b) Please confirm that the trigger for this "Solution-generated email" would come from information within the Solution and not rely on an external HR system to trigger this action. (ie. In this case the Solution itself must have an interface to accept potential role changes pending approval.)

"Keith Watson will approve and Barbara Gray's access will be revoked."

c) Please confirm that approval must be done using a computing interface within the Solution (as opposed to manually based on emails or phone calls outside of the Solution, or by using an approval interface outside of the Solution).

d) Please confirm that access revocation must be done automatically by components within the Solution without human intervention (as opposed to manually by a human operator based on emails or phone calls).

Response 4:

a) Confirmed

b) The Bidder must demonstrate the Solution's interoperability with a Human Resource and an ITSM tool. In this particular case, Barbara Gray's position has changed on the HR system so the solution must be able to trigger an action such as an email based on that HR change.

c) Confirmed

d) Confirmed

Question 5:

"Solution must provide a common identity proofing and registration process."

a) Can you provide more details or possibly an example use case on how you envision this requirement will operate in your environment?

b) Does SSC require a functional ITSM system to be setup in the lab environment of the Bidder to meet the requirement to "demonstrate" or is showing that the components of the Solution can generate outputs (email, syslog, API call) that are typically consumed by an ITSM sufficient?

Response 5:

a) The use case for identity proofing is part of Annex E.

b) Canada would prefer the demonstration to include a functional ITSM tool to show this functionality but will accept the demonstration to show the Solution outputs that would integrate with common ITSM tools.

Question 6:

"Solution must provide a common identity proofing and registration process."

Can you provide more details or possibly an example use case on how you envision this requirement will operate in your environment?

Response 6:

The use case for identity proofing is part of Annex E.

Question 7:

"Solution must use secure authorization tables in its automated workflows based on organization and/or financial structures."

Can you provide more details or possibly an example use case on how you envision this requirement will operate in your environment?

Response 7:

The use case for identity proofing is part of Annex E.

Question 8:

In reference to Annex B - Mandatory Criteria: G.6 – ADSL, can the crown please confirm the standard that is meant using the acronym "ADSL" in the list of standards.

Response 8:

There is an error in the acronym listed in the criteria. The correct term is ADSI which stands for 'active directory service interfaces.'

From the Microsoft website < https://msdn.microsoft.com/en-us/library/aa772170(v=vs.85).aspx >:

"Active Directory Service Interfaces (ADSI) is a set of COM interfaces used to access the features of directory services from different network providers. ADSI is used in a distributed computing environment to present a single set of directory service interfaces for managing network resources. Administrators and developers can use ADSI services to enumerate and manage the resources in a directory service, no matter which network environment contains the resource."

ADSI enables common administrative tasks, such as adding new users, managing printers, and locating resources in a distributed computing environment."

Question 9:

In reference to Annex B - Mandatory Criteria: G.5 - Policy Objects, can the crown please give an example of a "Policy Object" credential as a Privileged Entity?

Response 9:

This requirement mandates that the Solution must support a policy object, e.g. Active Directory group policy object, as a potential Privileged Entity under its control.

Question 10:

We respectfully request that the date for submission be extended by 7 days to allow for to receive answers from the Crown, and recognizing there are 2 stat holidays within the next week.

Response 10:

At this time, Canada will not be extending the bid closing date.

Question 11:

In Section 7.12 Page 33, the RFP refers to "date of acceptance". Is the date of acceptance different than the actual date the product is received by SSC? If so, can the Government of Canada please clarify the process of acceptance?

Response 11:

The date of acceptance and the date of Solution delivery are the same. However, Canada reserves the right to refuse acceptance of the Solution as delivered until all components proposed are received by the Technical Authority.

Question 12:

Would Canada accept a solution that consists of components that are developed and supported by multiple vendors? As this would introduce a significant level of risk and complexity over a term of 10-years, would Canada consider adding a Rated Requirement for solutions that are provided by a single vendor to highlight the value this would provide to the Crown?

Response 12:

Canada will accept a Solution comprised of multiple vendors. Canada will not add any additional requirements.

Question 13:

The Mandatory and Point Rated Requirements list "Solution must support 5,000 concurrent privilege sessions and have capacity to manage 1,000,000 privileged entities and associated resources." yet the only unit of measure listed in the Pricing Tables is for concurrent users. Not all products and solutions are licensed and sized based on concurrent users/sessions. To ensure an inclusive, fair, and competitive process, would Canada please add a pricing table to allow equal opportunity for vendors who are not licensed on concurrent connections, but managed entities?

Response 13:

Bidders must develop a model that meets their requirements. Canada will not change the pricing tables.

Modification 1:

The RFP is modified as follows:

1. At Annex B – Appendix 1 - Mandatory Technical Requirements, G.6

    Delete: ADSL
    Insert: ADSI

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.