

## SHARED SERVICES CANADA

### Amendment No. 010 to Invitation to Qualify for Government of Canada Cloud Service Procurement Vehicle (GC Cloud)

Solicitation No.	32099	Date	November 26, 2018
GCDocs File No.		GETS Reference No.	PW-18-00841719

This Amendment is issued to extend and clarify the ITQ solicitation documentation. Except as expressly amended by this document, all the terms and conditions of the ITQ remain unchanged.

**THIS SOLICITATION AMENDMENT IS ISSUED TO:**

1. Extend qualification period for Stream 2.
2. Key Reminders for Stream 2 Respondents
3. Clarification on Mandatory Requirements M6 and M8 in Annex A, Appendix 2

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.

**1. EXTEND QUALIFICATION PERIOD FOR STREAM 2.**

Please be advised that the solicitation closing date and time for **Stream 2** will be extended to **Friday, November 30, 2018 at 2PM EST.**

**2. KEY REMINDERS FOR STREAM 2 RESPONDENTS**

- a) Canada reminds suppliers that all ITQ responses for Stream 2 must be submitted to **ONE** of the following email addresses.
  - Responses to Annex A, Appendix 2 – Part B only should be directed to [contact@cyber.gc.ca](mailto:contact@cyber.gc.ca)
  - All other ITQ response content identified in Section 3.3 (a) to (g) should be directed to: [ssc.cloudsolicitation-sollicitationinonuagiques.spc@canada.ca](mailto:ssc.cloudsolicitation-sollicitationinonuagiques.spc@canada.ca)
- b) Canada reminds suppliers that as per the note in Section 2.3 b), released in Amendment 005, Respondents who qualify for one Stream will **not** automatically qualify for the other Stream.

**3. CLARIFICATION ON MANDATORY REQUIREMENTS M6 AND M8 IN ANNEX A, APPENDIX 2**

There has been some noted confusion on the mandatory requirements M6 and M8 located in Annex A, Appendix 2. Canada would to clarify mandatory requirements M6 and M8 in **Annex A, Appendix 2** as follows:

**M6**

M6	General	<p>The proposed Commercially Available Public Cloud Service must provide the ability for the consumer to choose the official language of their choice, French or English, when browsing, ordering and contacting the Cloud Service Provider.</p>	<p>The Respondent must demonstrate how the proposed Commercially Available Cloud Service provides the capability to allow consumers to choose which official language, French or English.</p> <p>To be considered compliant, the provided documentation needs to demonstrate the Service's ability to perform each of the following in French or English:</p> <ul style="list-style-type: none"> <li>a) Browsing the service(s) on their website(s);</li> <li>b) Ordering services;</li> <li>c) Contacting the company for assistance via phone, email or chat.</li> </ul> <p>The substantiation required for M6 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Commercially Available Public Cloud Service meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.</p> <p>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.</p>
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**M8**

<p>M8</p>	<p>Personnel Security</p>	<p>The Cloud Service Provider (and if applicable the Alternative Service Provider) of the proposed Commercially Available Public Cloud Services must implement security measures that grant and maintain the required level of security screening for its respective personnel, as well as the personnel of any subcontractor personnel pursuant to their access privileges to information system assets on which Canada's Data is stored and processed.</p> <p>Screening measures must be applied in accordance with the definition and practices in the Treasury Board Standard on Security Screening (<a href="https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28115">https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28115</a>), or use an acceptable equivalent agreed to by Canada.</p> <p>This includes, at a minimum:</p> <ul style="list-style-type: none"> <li>a) description of the employee and subcontractor positions that require access to Canada's Data or have the ability to affect the confidentiality, integrity or availability of the Services;</li> <li>b) process for ensuring that employees and contractors understand, are aware, and fulfil, their responsibilities for information security, and are suitable for the roles for which they are considered;</li> <li>c) process for security awareness and training as part of employment onboarding and when employee and subcontractor roles change;</li> <li>d) process that is enforced when an employee or subcontractor changes their role or when employment is terminated; and</li> <li>e) approach for detecting potential malicious insiders and controls implemented to mitigate the risk of access to GC data and/or affect on the reliability of cloud services hosting GC assets and data</li> </ul>	<p>The Respondent must provide documentation that demonstrates how the Cloud Service Provider of the proposed Commercially Available Public Cloud Service complies with the requirements in M8.</p> <p>To be considered compliant, the provided documentation must include:</p> <ul style="list-style-type: none"> <li>a) system documentation or technical documentation outlining and detailing the security measures including policies, process and procedures that are used to grant and maintain the required level of security screening for the Cloud Service Provider and subcontractor personnel pursuant to their access privileges to information system assets on which Canada's Data is stored and processed.</li> </ul> <p>The substantiation required for M8 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Cloud Service Provider (and if applicable the Alternative Service Provider) of the proposed Commercially Available Public Cloud Service meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.</p> <p>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.</p>
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The following is a summary of Attachments/Amendments issued to date for this solicitation:

Document	Distribution	Date	Description
ITQ	Buyandsell.gc.ca	September 7, 2018	<p><b>PDF Version</b></p> <ol style="list-style-type: none"> <li>32099 - GC Cloud Vehicle - ITQ - ENGLISH</li> <li>32099 - ITQ Annex A Appendix 1 - ENGLISH</li> <li>32099 - ITQ Annex A Appendix 2 - ENGLISH</li> <li>32099 - ITQ Annex B - CSP ITS Assessment Program Onboarding Process - ENGLISH</li> <li>SSC Standard Instructions for Procurement Documents - ENGLISH</li> <li>32099 - GC Cloud Vehicle - ITQ - FRENCH</li> <li>32099 - ITQ Annex A Appendix 1 - FRENCH</li> <li>32099 - ITQ Annex A Appendix 2 - FRENCH</li> <li>32099 - ITQ Annex B - CSP ITS Assessment Program Onboarding Process - FRENCH</li> <li>SSC Standard Instructions for Procurement Documents - FRENCH</li> </ol>
Amendment 1	Buyandsell.gc.ca	October 5, 2018	<ol style="list-style-type: none"> <li>Extend qualification period for Stream 1 and Stream 2.</li> <li>Provide information on when Canada's responses will be published.</li> <li>Provide information on when Annex C &amp; Annex D will be published.</li> </ol>
Amendment 2	Buyandsell.gc.ca	October 5, 2018	<ol style="list-style-type: none"> <li>Provide updated information on when Canada's responses will be published.</li> <li>Provide updated information on when Annex C &amp; Annex D will be published.</li> </ol>
Amendment 3	Buyandsell.gc.ca	October 23, 2018	<ol style="list-style-type: none"> <li>Extend qualification period for Stream 1.</li> <li>Provide updated information on when Canada's responses will be published.</li> <li>Provide updated information on when Annex C &amp; Annex D will be published.</li> </ol>
Amendment 4	Buyandsell.gc.ca	October 26, 2018	<ol style="list-style-type: none"> <li>Provide updated information on when Canada's responses will be published.</li> <li>Provide updated information on when a revised copy of the ITQ (including Annex C &amp; Annex D) will be published.</li> </ol>
Amendment 5	Buyandsell.gc.ca	October 29, 2018	<ol style="list-style-type: none"> <li>Publish Canada's Response for Questions 1 to 185</li> <li>Publish Annex C and Annex D</li> <li>Publish Modifications to the ITQ</li> <li>Key reminders to suppliers</li> </ol> <p><b>PDF Version (Clean and Mark-up versions)</b></p> <ol style="list-style-type: none"> <li>32099 - GC Cloud ITQ – (EN) - Amend 005</li> <li>32099 - GC Cloud ITQ – Annex A App 1 (EN) - Amend 005</li> <li>32099 - GC Cloud ITQ – Annex A App 2 (EN) - Amend 005</li> <li>32099 - GC Cloud ITQ – Annex A App 3 (EN) - Amend 005</li> </ol> <p><b>MS-Word Version (Clean and Mark-up versions)</b></p> <ol style="list-style-type: none"> <li>32099 - GC Cloud ITQ – (EN) - Amend 005</li> <li>32099 - GC Cloud ITQ – Annex A App 1 (EN) - Amend 005</li> <li>32099 - GC Cloud ITQ – Annex A App 2 (EN) - Amend 005</li> <li>32099 - GC Cloud ITQ – Annex A App 3 (EN) - Amend 005</li> </ol>

Document	Distribution	Date	Description
Amendment 6	Buyandsell.gc.ca	November 6, 2018	<ul style="list-style-type: none"> <li>a) Extend qualification period for Stream 1.</li> <li>b) Key reminders to suppliers</li> </ul>
Amendment 7	Buyandsell.gc.ca	November 7, 2018	<ul style="list-style-type: none"> <li>a) Publish Modifications to the ITQ</li> <li>b) Provide a revised version of Annex J.</li> </ul> <p><b><u>PDF Version</u></b></p> <ul style="list-style-type: none"> <li>a) 32099 - GC Cloud ITQ – Revised Annex J – (EN) - Amend 007</li> </ul> <p><b><u>MS-Word Version</u></b></p> <ul style="list-style-type: none"> <li>a) 32099 - GC Cloud ITQ – Revised Annex J – (EN) - Amend 007</li> </ul>
Amendment 8	Buyandsell.gc.ca	November 16, 2018	<ul style="list-style-type: none"> <li>a) Publish Modifications to the ITQ</li> <li>b) Publish revisions to Modifications to the ITQ</li> <li>c) Provide a revised version of Annex H and Annex I.</li> </ul> <p><b><u>PDF Version</u></b></p> <ul style="list-style-type: none"> <li>b) 32099 - GC Cloud ITQ – Revised Annex H and Annex I – (EN) - Amend 008</li> </ul> <p><b><u>MS-Word Version</u></b></p> <ul style="list-style-type: none"> <li>b) 32099 - GC Cloud ITQ – Revised Annex H and Annex I – (EN) - Amend 008</li> </ul>
Amendment 9	Buyandsell.gc.ca	November 19, 2018	<ul style="list-style-type: none"> <li>a) Clarification on Modification 25 and Modification 26</li> <li>b) Re-Confirm the solicitation closing dates and time</li> </ul>
Amendment 10	Buyandsell.gc.ca	November 26, 2018	<ul style="list-style-type: none"> <li>a) Extend qualification period for Stream 2.</li> <li>b) Key Reminders for Stream 2 Respondents</li> <li>c) Clarification on Mandatory Requirements M6 and M8 in Annex A, Appendix 2</li> </ul>