



## 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)  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
4th etage, 10, rue Wellington  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> ENTERPRISE SEARCH AND DISCOVERY SOL	
<b>Solicitation No. - N° de l'invitation</b> 5Z011-180124/A	<b>Amendment No. - N° modif.</b> 005
<b>Client Reference No. - N° de référence du client</b> 5Z011-180124	<b>Date</b> 2019-03-18
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-107-34557	
<b>File No. - N° de dossier</b> 107xl.5Z011-180124	<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 2019-04-03</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<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> (613) 828-8108 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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/</b> <b>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 18 March 2019**

**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 3:**

Could you please provide responses to the following questions:

- a) Can companies from Outside Canada (i.e. USA or India) submit a response?
- b) Would company personnel be required to come over to Canada for meetings?
- c) Can the company perform the tasks (related to RFP) outside Canada (i.e. in USA or India)?
- d) Can we submit the proposals via email?

**Response 3:**

- a) Any company can submit a response in accordance with the Instructions, Terms and Conditions of the Bid Solicitation document.
- b) Yes. However, some meetings may be done via conference call or WebEx.
- c) Certain tasks may be performed outside of Canada. However, any tasks relating to Security or Privacy must be done in Canada.

All components of the Solution must be available to the Users 24 hours a day, 7 days a week, 365 days a year (as described in the Contract and outside the periods of Scheduled Maintenance), and operate at all times in accordance with the SOR in LAC's operational environment described in the bid solicitation. The solution must be available in the end user's choice of English and French (bilingual), Canada's two official languages.

The Bidder's proposed solution must be compatible with departmental policies and the technical environment of the Library and Archives Canada (LAC).

- d) As per Part 2 – Bidders Instructions, Section 2, Submission of Bids, it states:

Electronic Bids will not be accepted. Due to the nature of this solicitation, electronic transmission of your bid by such means as electronic mail or facsimile, to Public Works and Government Services Canada will not be accepted.

**Question 4:**

Regarding 13.2 SECURITY REQUIREMENT FOR **CANADIAN SUPPLIER** (SRCL)

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1. *The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding Capability (DSC) at the level of PROTECTED B issued by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).*
2. *The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.*
3. *The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B, including an IT Link at the level of PROTECTED B.*
- a) If our solution/approach doesn't require us to hold protected documents at our site, do we have to this certification/designation?
- b) If this designation is required, and our organization has held it in the past (2012) but let it expire. If we were to be awarded the Contract, would Library & Archives Canada sponsor our renewal application?

**Response 4:**

- a) As per Part 6 – Security, Financial and Other Requirements, Section 1 – Security Requirement, it states:

1.1 **Before award of a contract**, the following conditions must be met:

- a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses.
- b) The Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses.
- c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses.
- e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated:

Street Number / Street / Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

The Company Security Officers (CSO) of both the Bidder and Service Provider(s) (Data Centre) must ensure through the Industrial Security Program (ISP) that the Bidder and proposed individuals of both the Bidder and Service Provider(s) hold a valid security clearance at the required level, as indicated in 1 – Security Requirements above.

- f) If the Canadian Bidder does not currently meet the security requirements identified in the Bid Solicitation, the Bidder must submit a written request for sponsorship for security clearance to the PWGSC Contractual Authority prior to the bid closing date.
- b) If the Canadian Bidder does not currently meet the security requirements identified in the Bid Solicitation, the Bidder must submit a written request for sponsorship for security clearance to the PWGSC Contractual Authority prior to the bid closing date.

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**Question 5:**

- a) Re: Part 3, 1.3.b) For such bid submission components as the Financials, would PWGSC accept Excel as a format?
- b) Re: Part 3, 1.5.a) Legal format print copy is not a usual submission format for PWGSC. Would PWGSC accept letter-size paper responses?
- c) Re: Part 3, 1.6) Since supporting documentation can be rather large and considering the initiative on Green Procurement, would PWGSC accept printed copies of only the referenced pages of the supporting documentation as long as the complete document is provided electronically as per the bid requirements?
- d) Re: Part 3, 1.3) Would PWGSC accept the electronic submission via CD as an alternative to USB flash drives?
- e) Re: Part 5, 1 & 2) Item 1.3 states that the certifications are not required to be submitted with the bid; however, Item 2.1 (for example), states "... the Bidder must provide with its bid...". Would PWGSC please confirm that all certifications in Part 5 are not required to be provided with the bid but must be provided before a contract is awarded to a prospective contract winner?
- f) Re: Part 7, Notes to Bidder) The use of phrases such as "support the capability" indicates that a solution has a feature; however, if this is a separately licensed feature for which there is no mandatory nor rated requirement, it would be unreasonable to expect that this license be included in the quoted price. That being said, it would be reasonable to expect that features identified for rated requirements, for which the bidder is expecting to receive points in the evaluation, should be included in the quoted price. Would PWGSC please change the wording of this section to indicate that only mandatory features and those features identified in rated requirements used to garner evaluation points must be included in the quoted price?
- g) Re: Part 4, Attachment 4.1) This section states, in part, "...shall be forwarded electronically under separate cover, upon written request by the Bidder to the Contracting Authority, and the Bidder shall use this as a response form to be included...". This seems contradictory to the requirements that the technical bid must include both a printed and electronic copy. Would PWGSC please clarify this section's requirements and the intent?

**Response 5:**

- a) No. Financial responses must be provided using the format detailed in Annex B, List of Deliverables and Services.
- b) Letter-size paper responses will be accepted so long as all information is provided and legible. Bidders have been provided with Word Versions of Annexes and Attachments. The Bidder can provide their responses on the Work Format documents and convert it to a reduced size PDF. The printed copy must be provided in the Written Technical Proposal as requested.
- c) Yes. The Bidder shall indicate in their printed copy where in the electronic version the complete documentation can be found.
- d) No. The Bidder must provide the information on a USB key.
- e) Part 3 – Bid Preparation Instructions, Section 2 – Content of Management/Technical Bid, details what is required to be provided by the Bidders.

Copies of all applicable Certifications (Part 5), signed and dated by an authorized representative of the Bidder in the space provided, must be provided in the Technical Proposal.

The following are to be provided in the Technical Proposal:

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Part 3, Form	-	Attachment 3.1	Bidder Submission Form
Part 5, Certifications	-	Attachment 5.1	Software Publisher Certificate Form
Part 5, Certifications	-	Attachment 5.2	Software Publisher Authorization Form
Part 5, Certifications	-	Attachment 5.3	Federal Contractors Program for Employment Equity - Certification

Attachment 4.1 - Statement of Requirements, Bidder Response Form must be provided with the Technical Proposal.

Annex C – Delivery/Milestone Schedule must be provided in the Technical Proposal.

The Draft Training Plan, the Draft Implementation and Data Migration Plan and the Draft Acceptance Test Plan must be provided with the Technical Proposal.

Annex B - List of Deliverables and Services must be provided in the Financial Proposal.

- f) Pricing must be provided as per Annex B – List of Deliverables and Services. Should the Bidder have any additional pricing information, this can be added as an Appendix to Annex B. Bidders are reminded that only the pricing that appears in Annex B, Tables A, B and C will be used for Financial Evaluation purposes.
- g) As Attachment 4.1 was incorporated into the Bid Solicitation document as a PDF, the Word Version of this Attachment would be sent to Bidders who requested it. This was to allow ease of use for Bidders to provide their response and to incorporate the Attachment into their Technical Proposal. The Written Technical Proposal must be provided in 4 printed copies (3 for LAC, 1 for PWGSC). Two Electronic copies are also to be provided (1 for LAC, 1 for PWGSC). The content of the Electronic copy of the Technical Proposal must be identical to the Written version of the Technical Proposal.

#### Question 6:

- a) In part 7, Section 14 Data Security and Privacy, we can read 14.3 Location of Canada's Data: The Contractor must indicate where (physically and geographically) Personal Information data, soft copy or hard copy is being stored. It is mandatory that Canada's Protected B data reside in Canada. Can you define Personal Information? Can you describe what are the Protected B data in this project?
- b) In part 7, Annex A, Section 1 Introduction, we can read "The solution must be provided as a Software as a Service (SaaS) solution. Proposed solutions may be hosted using a third party infrastructure provider or at a datacenter operated by the bidder. It is mandatory that Canada's Protected B data reside in Canada". Can you define what you mean by reside in Canada? Let say some processing components of our infrastructure are in the Unites States but the index is in Canada. In very rare occasions, the data transiting in these processing components could remain in the processing pipeline for up to 72 hours. After which they would be processed or discarded. Would this qualify as residing in Canada (vs transiting outside of Canada)? Can you explain what are the Protected B information in this project? In our understanding, the current solution is public and serving search results to Canadian citizens.
- c) In part 7, Annex A, Section 3 Scope, we can read: "For the purposes of this bid solicitation, the bidder must: host and managed the solution in Canada;". Do you mean the whole SaaS solution needs to be hosted in Canada? If in our solution we have processing components only available in the Unites States but the index would be hosted in Canada would you reject our proposal?
- d) In part 7, Annex A, Section 4 Requirements, we can read "4.13.4 (M) The content managed by the system must reside within Canada." Can you explain what you mean by "the content managed"?

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**Response 6:**

- a) Personal information would only be the information collected by the system about the end-users accessing the service. Any logs of queries, requests or other visitors related information that actually contains personal information (if any) would be required to reside in Canada.

Protected B information in this project is information that is Rights protected, is closed to public access for a determined period of time or is at risk to reveal private information about a contact, or a donor.

- b) Protected information in this project is information that is Rights protected, is closed to public access for a determined period of time or is at risk to reveal private information about a contact, or a donor.

In the context of this RFP, some processing components might reside outside of Canada but the records containing protected information would have to be excluded from this processing, unless the information remains encrypted at all time. In the case of these components, functionality they support would be evaluated considering this limitation and could then lose points on criteria that are rated or be considered as "Not Met", if criteria is mandatory.

Components not residing in Canada must be identified as such in the proposal.

- c) The proposal wouldn't be rejected because some of the processing components are only available outside of Canada. However, these components and the functionalities they support would be evaluated considering this limitation and could then lose points on criteria that are rated or be considered as "Not Met", if criteria is mandatory.

Components not residing in Canada must be identified as such in the proposal.

- d) The content managed that must reside in Canada is the index, the private information about the end users (if any) and the protected information. Some processing components might reside outside of Canada as long as no protected or private information is ever left at rest and not encrypted outside Canada.

**Question 7:**

With regards to PART 4, ATTACHMENT 4.1, STATEMENT OF MANDATORY AND RATED TECHNICAL REQUIREMENTS, BIDDER RESPONSE FORM, Table B, rated items R32 and R33 do not appear to have any points assigned. Would the Crown please assign a points value to these items or remove them if they are not being evaluated?

**Response 7:**

Both criteria should read as follow:

- 0 – Plan was included but clearly didn't provide enough details;
- 1 – Plan was included and provided an acceptable level of details;
- 2 – Plan was included and provided all necessary details.

Weighted Score for criteria R32 is 20, max score 40

Weighted Score for criteria R33 is 10, max score 20

**Question 8:**

With regards to PART 4, ATTACHMENT 4.1, STATEMENT OF MANDATORY AND RATED TECHNICAL REQUIREMENTS, BIDDER RESPONSE FORM, Table A, item number M1, 4.1.1 Does the Government have a list

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that records access to all metadata currently? Does a list exist of all resources that have access currently (specifying the access level) and who would be our core contact and process to follow for all platform and system access throughout the project?

**Response 8:**

The current implementation of Search at LAC didn't required monitoring/restricting access to search API/UI as:

- 1) only un-protected content was being processed;
- 2) the platform was installed behind LAC firewall and was only available to the external world through front-end applications.

The only restriction is to access the configuration console which is limited to the system administrators, members of the Enterprise Search team.

We now want to expand the scope of the search to include internal (protected) content as well. Because of that, LAC wants to ensure that the selected solution have safeguards to limit access to content that is protected based on role and permission as an example.

LAC also wants to restrict access to:

- 1) configuration console to administrators;
- 2) reporting functions to administrators and Communications staff.

**Question 9:**

With regards to PART 4, ATTACHMENT 4.1, STATEMENT OF MANDATORY AND RATED TECHNICAL REQUIREMENTS, BIDDER RESPONSE FORM, Table A, item number M6, 4.3.1 Are there any other database types outside of Microsoft SQL and Oracle being used by LAC that needs to be indexed? What is the total quantity of databases that need to be considered? Are there any other properties that LAC would like to connect?

**Response 9:**

Microsoft SQL is currently the only DBMS that is required to be indexed. There are approximatively 110 different databases to index. Moving forward, other types of data sources like web pages, data lakes, SharePoint resources or content from other DBMS might be required to be indexed.

**Question 10:**

With regards to PART 4, ATTACHMENT 4.1, STATEMENT OF MANDATORY AND RATED TECHNICAL REQUIREMENTS, BIDDER RESPONSE FORM, Table A, item number M10, 4.4.1 What size of data do we need to consider? Are there any structure or architecture documents that we can review (that highlights the number of files to consider) in order to gain a better understand of scale? Which data sources are on premise and which are currently on cloud?

**Response 10:**

Number of files to consider for that project is close to 75 millions documents today and is expected to grow to 150 millions in the next 5-10 years. Not all documents are the same size. All data sources are currently on premises.

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**Question 11:**

With regards to PART 4, ATTACHMENT 4.1, STATEMENT OF MANDATORY AND RATED TECHNICAL REQUIREMENTS, BIDDER RESPONSE FORM, Table A, item number M30, 4.12.3 How many test points will be required and how complex will the testing be?

**Response 11:**

All mandatory or rated functionalities declared as being supported by the proposed solution are test points. At a minimum, the following criteria should be included in the Acceptance Test Plan:

- Mandatory criteria : M1, M2, M3, M5, M6, M9, M11, M12, M13, M14, M15, M16, M17, M18, M19, M20, M21, M22
- Rated criteria which are allowed points : R1, R2, R4, R5, R6, R7, R8, R9, R10, R11, R13, R14, R15, R17, R18, R19, R20, R21, R22

The complexity of the tests depends on the ability of the vendor to propose relevant test scenarios as part of the Acceptance Test Plan.

**Question 12:**

With regards to PART 4, ATTACHMENT 4.1, STATEMENT OF MANDATORY AND RATED TECHNICAL REQUIREMENTS, BIDDER RESPONSE FORM, Table B, item number R27, 4.10.2 Is there a specific example of the audience technical proficiency and experience that we should be gearing their training towards? How many people are we aiming to cover per medium (i.e. are there limits to in person vs webinars etc.)?

**Response 12:**

Developer (8):

- Current proficiency
  - Knowledge of XML, json, C#, JQuery, javascript, API and REST webservices.
  - Experience working with GSA API
- Skills and knowledge to acquired (not limited to this list)
  - Development of custom connectors
  - Work with the APIs
  - Indexing

Administrator (4)

- Current proficiency
  - Knowledge of XML, json, C#
  - Experience administering GSA Search Platform
- Skills and knowledge to acquired (not limited to this list)
  - Monitoring and maintenance of the platform
  - Configure connectors
  - Management of the Index
  - Configuration of the platform
  - Manage access and permissions
  - Reporting

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