



Question 1: Is the Department of foreign Affairs, Trade and Development already using these Platforms? It's useful to understand the background to the use case before bidding.

Response: Yes, the department is currently using this platform.

Question 2: What is the storage capacity?

Response: Unlimited storage capacity per project. Please refer to Annex A - Statement of Requirement.

Question 3: What is the number of seats required for the file sharing and project coordination application?

Response: Unlimited team members.

Question 4: Where is the existing data?

Response: The data is currently residing within the geographical borders of Canada.

Question 5: What is the plan for migration, if needed?

Response: There is no plan for migration currently.

Question 6: In **Annex A – Statement of Requirement** (p. 30), at item 8.4 Scope of Requirement, subsection **A. Security** (p. 30), it states requiring a “Secure login with Secure Socket Layer (SSL)”. This security standard has since been upgraded to “Transport Layer Security (TLS)”. Our organization would like to know if DFATD could confirm what the login standard is for this requirement?

Response: TLS and SSL are very similar cryptographic protocols that provide authentication and data encryption between servers, machines and applications operating over a network (e.g. a client connecting to a web server). SSL is the predecessor to TLS. DFATD's IT Security would recommend TLS over SSL.



Question 7: In **Annex A – Statement of Requirement**, at item 8.4 Scope of Requirement, subsection **A. Security** (p. 31), it states that “The application must timeout and automatically terminate the user session after fifteen (15) minutes of session inactivity.” Our system currently provides a thirty (30) minutes timeout session for inactivity. This timeframe was approved as an agreeable standard when achieving the Electronic Data Processing Certification with CISC at the Protected B Level with other Government of Canada organizations. Our organization would like to know if DFATD would reconsider a 30-minute timeline for session inactivity timeout?

Response: The recommendation about the “fifteen (15) minutes of session inactivity” is part of the ITSG-33 control “AC-2(5) Account Management | Inactivity Logout” and the guidance was provided by TBS/CSE. This requirement is a Government of Canada wide requirement and is applicable for any solution that is PROTECTED A or above (though we would recommended it for UNCLASSIFIED solutions as well).

- If the users are using only DFATD workstations, this requirement is partly met by the control “AC-11 Session Lock” where all DFATD workstations will lock after 15 minutes of inactivity. This would not prevent a session hijack but it would mitigate other potential security threats.
- This is not a showstopper. If the requirement is not met, this will be documented in the Risk Assessment team (SIAC) ATO and the clients will have to accept the risk.

Question 8: In **Annex A – Statement of Requirement**, at item 8.4 Scope of Requirement, subsection **F. Document Management** (p.33), it states, “Ability to update and download files individually and in batches of multiple files.” Our organization would like to know if update was intended to say ‘upload’? If not, could DFATD please define update.

Response: The sentence should read “Ability to upload and download files individually and in batches of multiple files. Please see the attached **Solicitation No. 19-152982_Amendment No. 002**.”

Question 9: In **Part 6 – Security, Financial, and other Requirements**, at item **6.2 Controlled Goods Requirement**, subsection 1. (p. 19), it states, “As the resulting contract will require the production of or access to controlled goods that are subject to the Defence Production Act, R.S. 1985, c. D-1, bidders are advised that within Canada only persons who are registered, exempt or excluded under the Controlled Goods Program (CGP) are lawfully entitled to examine, possess or transfer controlled goods.” Our organization would like to know if DFATD could please confirm if the contract requires the production of, or access to, controlled goods and explain. Please note that this statement is also found in Annex C – Security Requirements Checklist (p. 43), under



Part A - Contract Information, subsection 5. a) Will the supplier require access to Controlled Goods

Response: Given that DFATD's data will be stored on the supplier's premise, some of this data may be considered a Controlled good; therefore, suppliers are required to be registered, exempt or excluded under the Controlled Goods Program (CGP).

Question 10: In **3.1 Bid Preparation Instructions** – Section 1 – Technical Bid, subsection **e. Customer Reference Contact Information** (p. 13): it states “The Bidder must provide customer references who must each confirm, if requested by Canada the information required by Article 1 of Attachment 1 to Part 3 - Bid Submission Form.” Since there is no **Article 1** in Attachment 1 to Part 3 - Bid Submission Form, Our organization would like to know if in fact this request refers to the reference contact information that needs to be provided along with projects descriptions to be submitted as corporate experience in the Mandatory Criteria Requirement **M1** (p. 60) and Point Rated Criteria **R1** (p. 61) & **R2** (p. 62)? If not, could DFATD please provide the Article 1 of Attachment 1 to Part 3 - Bid Submission Form

Response: References should be provided under the respective Mandatory or Point Rated Criteria requiring references.

Question 11: In **Annex A - Statement of Requirement**, Section 8.4 Scope of Requirement, subsection **J. Project Administration** (p. 34), it states “PA tasks may include, but not limited to: Ability to easily modify existing members’ information.” Following regulation and requirements related to the Privacy Act and the Personal Information Protection and Electronic Documents Act, in order to protect the integrity of members’ personal information, Project Administrators are no longer able to modify existing members’ profile information. Therefore, our organization would like to know if DFATD would accept to remove the requirement as stated above?

Response: DFATD will remove “Ability to easily modify existing members’ information” from section **J. Project Administration** under **8.4 Scope of Requirement of Annex A – Statement of Requirement**. Please see the attached **Solicitation No. 19-152982_Amendment No. 002**.