



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

Revision to a Request for Supply Arrangement - Révision à une demande pour un arrangement en matière d'approvisionnement

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

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Mainframe & Business Software Procurement
Division / Div des achats des ordi principaux et des
logiciels de gestion
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Title - Sujet RFSA - SaaS Method of Supply (GC)	
Solicitation No. - N° de l'invitation EN578-191593/F	Date 2020-01-30
Client Reference No. - N° de référence du client 20191593	Amendment No. - N° modif. 010
File No. - N° de dossier 003eem.EN578-191593	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$EEM-003-35660	
Date of Original Request for Supply Arrangement 2019-05-10 Date de demande pour un arrangement en matière d'app. originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2022-05-10	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
Address Enquiries to: - Adresser toutes questions à: Boyer, Tania	Buyer Id - Id de l'acheteur 003eem
Telephone No. - N° de téléphone (613) 858-9232 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		



PUBLIC SERVICE AND PROCUREMENT CANADA (PSPC)

Amendment no. 010 to Request for Supply Arrangement (RFSA) for

SaaS Method of Supply (GC CLOUD)

Buy&Sell Solicitation Reference Number: EN578-191593/F

THIS AMENDMENT 010 IS RAISED TO:	
1.0	Provide the industry with a copy of the Protected SaaS RFSA Industry Day presentation; and,
2.0	Share the questions that were raised during the Protected SaaS RFSA Industry Day, along with the associated responses.

1.0 Respond to questions regarding the RFSA:

Note: Questions may have been modified and/or condensed.

QUESTION	ANSWER
Is there any business rules or protocols (depending on the value threshold and delegations) applying for this vehicle, similar to TBIPS?	The RFSA states that sole source justification is required over \$25,000. That said, it is up to client department's to determine whether the procurement falls under their delegated authority.
For price justification, if the supplier is based in the US and is incurring additional cost related to hosting Protected A or Protected B in Canada, do you foresee any discussion about price adjustment to accommodate additional cost or effort to be in place (e.g. in USD \$100 could cost \$120 USD to host in Canada)	<p>Ultimately, it is up to Vendor to provide the pricing information, and we will not dictate what pricing the Vendor needs to provide.</p> <p>It is acceptable for the vendor to add associated costs in their pricing, provided that those costs are fair and reasonable, compared to the rate charged to other customers. We are open to discussions regarding price support. The goal is to qualify as many companies as possible and allow you to submit your price for the client to decide whether or not to buy your products. Therefore, we recommend that you provide the lowest price possible to be able to increase your sales volume.</p>

QUESTION	ANSWER
<p>Unlike the SSC vehicle, VARs (Value Added Resellers) are allowed in this RFSA. In that sense, are VARs are also required to go through Supply Chain Integrity and the whole process representing CSP?</p>	<p>The requirements for VARs will be the same as others for requirements up to Protected A, in terms of certifications and Supply chain integrity. Therefore, we do require the same Supply Chain Integrity and Certification requirements for everyone being qualified up to Protected A.</p>
<p>How will we manage two different contracts between PSPC and SSC, since the terms and conditions are not necessarily the same. For instance, if the product is procured via SSC contract and gets renewed by PSPC contract, how does this get managed?</p>	<p>It will depend on whether the product is procured through the SSC or PSPC vehicle. If it falls under SSC's mandate, it will be SSC that will renew the contract. We do not have the ability under PSPC's vehicle to revise the Terms and Conditions for individual contracts. Therefore, if we were renewing a contract that was originally procured under the SSC vehicle, those terms and conditions will change but the Service Level Agreement and pricing may carry over from SSCs vehicle to PSPCs.</p>
<p>Is the Government of Canada requesting that the industry manage two contract agreements for the same product we sell?</p>	<p>It is possible that there will be two procurement vehicles for the same product, but we do not think there will be too much overlap as the mandates are different and the SSC vehicle is only for Protected B. These vehicles are not mandatory and therefore individual Suppliers can determine whether or not they wish to apply under both vehicles, but we would encourage you to do so in order to maximize your sales.</p>
<p>Can this vehicle be considered an upgrade and used as a Sole Source Justification to move forward from On-Premise to Cloud?</p>	<p>There is no inherent upgrade path from On-Premise to Cloud under this vehicle. If there is sole source rational that is valid under the government regulations, this can be possible, but the RFSA</p>

QUESTION	ANSWER
	vehicle is not intended to drive towards that solution.
Are any professional services applicable under this vehicle or only specific professional services related to SaaS products?	The intent is to procure Professional Services related to the SaaS products that will help the implementation of the SaaS products (configuration, easy-access, etc.). Also if the product has already been acquired, then you can leverage this vehicle to acquire professional services related to the product. For information we have a list of professional services provided in the Resulting Contract Clauses of the RFSA.
What is the position of GC to classify SaaS as Goods or Services?	It is not crystal clear whether SaaS is a good or service. Therefore, PSPC will not determine the authorities of other Departments. PSPC will not impose a decision on other departments as we do not have the policy. We expect to define whether SaaS is a good or service in the future.
Has PSPC set up the channel to obtain certifications (Sock2, ISO, etc.) directly with CSP? Usually they request the GC to contact CSP directly.	If the supplier is partnered with CSP, they should be able to get the certifications directly from them. Usually we do not have any issues with SaaS Publishers in that aspect. They are always able to provide us with a letter from CSP confirming the hosting.
Is PSPC considering CISO certification for protected B for electronic data processing and data safeguard?	The RFSA does include Designated Organizational and Personnel Security Requirements under Annex G and Annex H. Furthermore, when a client issues a Contract against the RFSA, they will also provide their own SRCL which will dictate any additional security requirements related to

QUESTION	ANSWER
	organizational clearance or professional services, if applicable.
The publisher can easily get the letter from CSP but it is difficult to obtain the other required certification, would it be possible for GOC to reach out to CSP in the regard?	CSP will provide the letter and the certification for the ISO, but the publisher also needs to provide a full audit report and other certifications.
Where does the distribution channel fit in RFSA? For example, if the distributor completes the transactions directly with GC on behalf of publisher, will GOC bear the fees related to the distribution?	When it comes to having a reseller, the reseller can be qualified to hold their own Supply Arrangement and sell SaaS to the Government of Canada. That being said, the publisher can also appoint an Authorized Agent under the resulting contract clauses to act on behalf of the publisher. However, the publisher remains the SA holder and must comply with all the applicable terms and conditions in this case.
Please provide a timeline on when RFSA will be updated and provided?	We are aiming for the end of February to publish the updated RFSA.
Having gone through the process of Protected B through the SSC vehicle, is there any accelerated approach to go through this vehicle to receive our qualifications?	Provided that you recently completed the SSC assessment and received the final report, a refresh of the information might be feasible.
Having two vehicles in place for SaaS, is there any methodology to maintaining two pricing information? Does this responsibility fall on the vendor or GC?	PSPC cannot speak to SSC's vehicle, but if you are providing a link to your commercial catalogue through PSPCs vehicle, you will simply need to advise PSPC when you update your online commercial catalogue.

QUESTION	ANSWER
Would a VAR be able to qualify under this vehicle for Protected A even before the software publisher is qualified for the same product?	Yes, absolutely. As matter of fact, the software publisher does not necessarily need to qualify. A VAR can hold a Supply Arrangement for a Software Publisher's products without the Software Publisher ever qualifying for an SA for those products.
How long does it take to complete the qualification?	The longest part of the process is to qualify through the CSE process (supply chain integrity and IT assessment). The IT assessment takes 2 to 3 months provided that we have received all the necessary documentation. PSPCs process is fairly quick, say within a few weeks, depending on if we have all the necessary forms. For early assessment, it is recommended to provide the submission by February to accelerate the IT assessment.
Is there a list of approved hosting providers (CSP) that can be used by vendors?	It recommended to approach the CSP to have this answer.
Does the RFSA only apply to SaaS or does it also apply to IaaS and PaaS?	The vehicle in place is mostly for SaaS. It does allow vendors to propose PaaS related products, but we will need to discuss with SSC to find out which mandate it falls under.

Attachments:

Protected SaaS RFSA Industry Day presentation

ALL OTHER TERMS AND CONDITIONS OF THE RFSA SHALL REMAIN THE SAME

Protected SaaS Request for Supply Arrangement (RFSA)

Welcome to the Industry Day

21 January 2020
Place du Portage Phase IV
Room: Pontiac
8:00 AM a 12:00 PM

Software Procurement Directorate
Public Services and Procurement Canada

Protected SaaS RFSA - Industry Day



Serving
GOVERNMENT,
serving
CANADIANS.

Au service du
GOUVERNEMENT,
au service des
CANADIENS.

Welcome and Introduction

Agenda

<u>Time</u>	<u>Description and Objectives</u>
9:00 to 9:05	Welcome and Introduction – PSPC
9:05 to 9:10	Industry Day objectives – PSPC
9:10 to 9:40	Presentation of the Procurement Vehicle - PSPC
9:40 to 10:00	Security Requirements – PSPC & CSE
10:00 to 10:20	Financial Requirements – PSPC
10:20 to 11:00	Questions and Answers – Industry
11:00 to 11:05	Closing remarks - PSPC
11:05 to 12:00	Networking - All

Objective

The intent of this presentation is to provide suppliers with information and guidance on how to participate under this procurement vehicle to meet GC business needs and requirements.



Presentation of the Protected SaaS Procurement Vehicle

Table of Content

Items	Content
1	Digital Transformation of the Government Canada IT infrastructure
2	GC Cloud Procurement Roles and Responsibilities
3	Protected SaaS RFSA Process
4	Protected SaaS Supply Arrangement Overview
5	Standardized Evaluation Criteria
6	Protected SaaS IT security assessment and SCI
7	Submission of Documents by Tiers
8	How to participate
9	How Departments Procure from SA
10	Summary

Protected SaaS RSFA benefits for the industry

- Increase sales leads within GC departments (Internal distribution list and online catalogue)



- Simplified qualification process and new collaborative approach with PSPC
 - Flexible approach to provide products and prices list (no more spreadsheets)
 - Contracting vehicle in place to sell up to Protected B SaaS to the GC
 - New Limitation of Liability that is fair and reasonable adapted to SaaS
- Support the GC toward the new Digital Transformation objectives

1. GC Digital Transformation (1/2)



Business Driver #1: To Support the GC Cloud Adoption Strategy

The software industry is evolving rapidly toward a cloud-based ecosystem, therefore the GC is adopting a proactive measure to respond to this evolution.



“The GC’s cloud adoption strategy requires that CIOs consider the public cloud deployment model and the software-as-a-service (SaaS) delivery model first because they offer the greatest benefits to the GC” *

The **“Cloud-First”** adoption strategy is promoting cloud as the preferred option for delivering IT services, and public cloud is the preferred option for cloud deployment within departments.

* TBS :GC Cloud Adoption Strategy : 2018
update

1. GC Digital Transformation (2/2)

Business Driver #2: To achieve the following Goals and Objectives

1. Provide GC Departments with a contracting vehicle to **simplify the procurement process** to acquire SaaS Solutions and Services

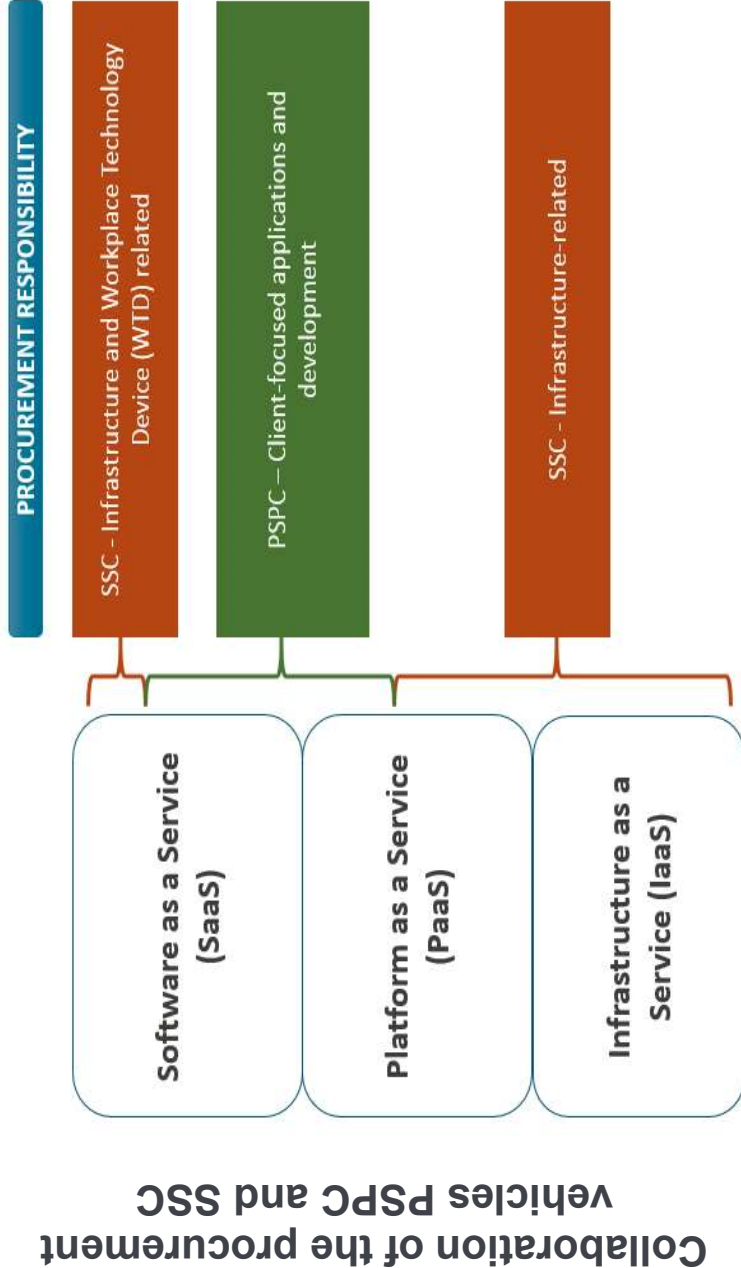
2. Establish a list of pre-qualified suppliers in order to **increase the number of solutions** available to the GC departments to access the latest SaaS

3. Allow GC departments to procure applications that are **accessible from various devices and do not require management of the infrastructure**

4. Qualify **Secure**, Unclassified, Protected A and Protected B, SaaS Solutions that ensure the protection of GC Assets.



2. GC Cloud Procurement Roles and Responsibilities



3. Protected SaaS RFSA Process

Innovation



Evolving



Secure



Collaboration



- RFI issued to align GC requirements with industry standards.
- 40+ One-on-One sessions held.
- Incorporated feedback from the industry.
- Simplified contract terms and conditions.
- Built-in new Limitation of Liability clauses.
- RFSA permanently published without closing date.
- Flexibility for suppliers to qualify.
- Enabling GC to procure SaaS Solutions on an ongoing basis.
- Selection and alignment with the GC Cloud Security Standards.
- Leveraging industrial security standards available on the market.
- Leveraging a collaborative procurement process approach to facilitate the submission and qualification process.
- Enabling Multi-departmental contracts.

4. Protected SaaS Supply Arrangement Overview



The first phase consists of **qualifying suppliers** through the SaaS RFSA continuously posted on Buy and Sell . Qualified suppliers will be granted a Supply Arrangement.

The second phase consists of **awarding contracts** to Supply Arrangement holders via simplified bid solicitation or by issuing sole source contracts when all the mandatory justifications are met.

5. Standardized Evaluation Criteria (1/5)

The RFSA applies various standardized criteria to assess suppliers' ability to meet Canada's requirements, including:



5. Standardized Evaluation Criteria (2/5)

Detailed Submission Process for the Financial Proposal

✓ Suppliers must submit Annex C - SaaS Solutions and Professional Services Ceiling Prices :

- including applicable percentage discount
- by completing the table in Annex C or by providing a link to commercially available SaaS catalogue

✓ Suppliers must provide a price support to demonstrate that their proposed prices are fair and reasonable.

✓ Suppliers now have the ability to leverage their own online price and products list with PSPC for review.

The intent is to minimize changes and accept companies' price and product lists.



5. Standardized Evaluation Criteria (3/5)

Annex C - SaaS Solutions and Professional Services Ceiling Prices



Option 1: Suppliers provide a link to their commercially-available SaaS Catalogue and indicate the percentage discount offered to the GC.

Option 2: Suppliers complete a table that includes product list and ceiling prices for SaaS solutions and professional services with other information such as units measures and applicable percentage discount.

5. Standardized Evaluation Criteria (4/5)

Collaborative Evaluation Process

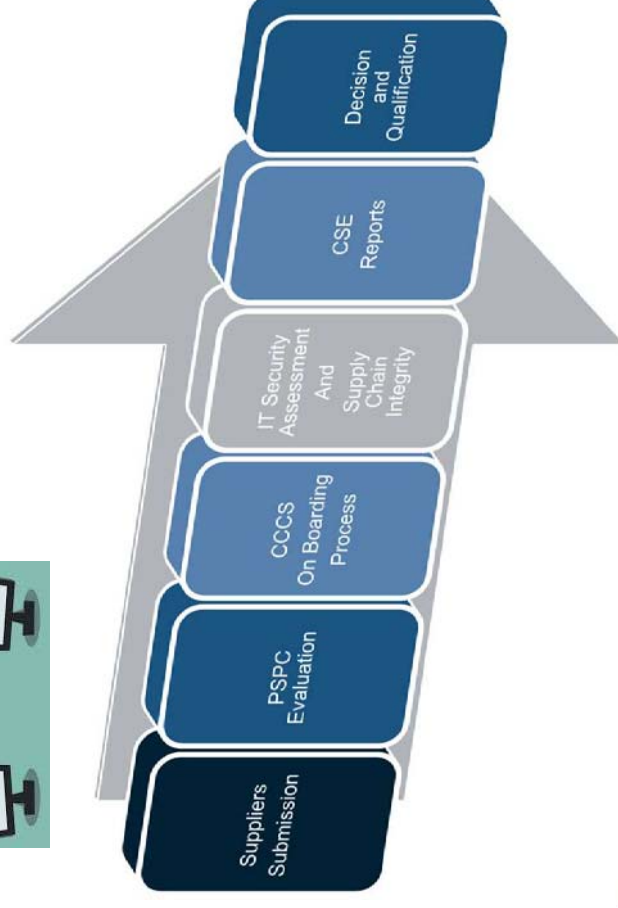


The assessment process for RFSA Submissions will be a **collaborative process between PSPC and Suppliers**. Suppliers who do not meet all of the criteria to qualify will be contacted in order to request additional documentation or clarification.

PSPC will review the documentation to ensure that the Supplier has submitted all the required documents and information. **The goal is to qualify as many Suppliers as possible.**

PSPC will assess the Submission against the defined evaluation qualification criteria.

PSPC has an arrangement with the Canadian Centre for Cyber Security to process **SCI assessment in parallel with the IT Security Assessment**.



5. Standardized Evaluation Criteria (5/5)

QUESTIONS? CONTACT US RIGHT NOW!

Collaborative process to support your submission and application.

For questions or to suggest revisions to the RFSA, suppliers can submit their feedback or questions to the RFSA email inbox: TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca



6. IT Security Assessment and SCI (1/2)

ITS Assessment Program :

The SaaS ITS assessment program examines all available evidence to satisfy the security controls and enhancements selected by the GC with toward an acceptable level of assurance for storing GC data.

The assessments may also rely on CSE's existing guidance, standards and reports from the GC and allied agencies, industry best practices, and commercial certifications. The use of these different resources will encourage SaaS providers to interact with the GC, third party auditors, and other assessment agencies to understand the IT security capabilities and the residual risks of cloud services used by the client departments.

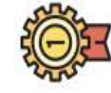
Supply Chain Integrity (SCI) :

The supply chain integrity process is performed using the information requested in Form 6 by CSE. CSE will review, assess and evaluate the available information under a non-disclosure agreement. CSE will contact the Supplier directly if they have questions related to the assessment.

At the end of the process, a security report will be generated and the result shared with the consuming department.

6. IT Security Assessment and SCI (2/2)

Security Certification Requirements



Canada has taken the business decision to select the following combinations of industrial certifications to protect Canada's data and assets.

*Information Categorization - Up to **Protected B*** (SaaS Publisher only)

Security requirements (RFSA annex A)

- ISO/IEC 27001:2013
- ISO/IEC 27017:2015
- ISO/IEC 27018:2014 (M12)
- Report (SOC) 2 Type II (M8 Tier 2)
- SYSTEM SECURITY PLAN
- ISO/IEC 27036, **or** NIST Special Publication 800-161, **or** ITSG-33 security control

*Information Categorization - Up to **Protected A*** (SaaS Publisher and VARs)

Security requirements (RFSA annex A)

- ISO/IEC 27001:2013 **or**
- SOC 2 Type II (M5 Tier 1)
- Cloud Security Alliance (CSA) Cloud Control's Matrix (CCM) version 3.01 **or** subsequent version
- ISO/IEC 27036, **or** NIST Special Publication 800-161, **or** ITSG-33 security control

*Suppliers are also required to meet the mandatory criteria within the RFSA and are required to provide other artefacts.

7. Submission of Documents by Tiers

Documents	Tier 2 (SaaS Publisher Protected B)	Tier 1 (SaaS Publisher up to Protected A)	Tier 1 (Value-added Resellers up to Protected A Only)
Form 1- RFSA Submission Form	X	X	X
Form 2 – SaaS Publisher Certification Form	X	X	
Form 3 – SaaS Publisher Authorisation Form			X
OPTIONAL - Form – 4 Certification requirement for the Set-Aside Programs for Aboriginal business	X	X	X
Form 5 – Submission Completeness Review Check List	X	X	X
Form 6 – SCl Submission Template	X	X	
Annex A – Qualification Requirements Tier 1		X	X
Annex A – Qualification Requirements Tier 2	X		
Annex C – SaaS Solutions and Professional Services Ceiling Prices and Price support	X	X	X
Annex D – SaaS Solution Service Level Agreements (SLA)	X	X	X
If required: Forms for the Integrity - Declaration of Convicted Offences	X	X	X



8. How to Participate? (1/2)

Step 1. Download the RFSA, amendments and associated documentation:

- <https://buyandsell.gc.ca/cds/public/2019/05/10/67ec4ed5aa49f463efd42f4aa6514331/ABES.PROD.PW.EEM.B003.E35660.EBSU000.PDF>

Step 2. Select the stream under which you wish to participate

- SaaS Publisher Up to Protected B
- SaaS Publisher Up to Protected A
- Valued added Reseller Up to Protected A



Step 3. Complete your submission (details in slides 15)

- Providing artifacts demonstrating how you meet the mandatory technical, financial, security and Supply Chain Integrity requirements
- Ensure you have the latest ISO certifications and audit reports
- The submission process also involves completing multiple forms required by the RFSA.

Step 4. Send your submission

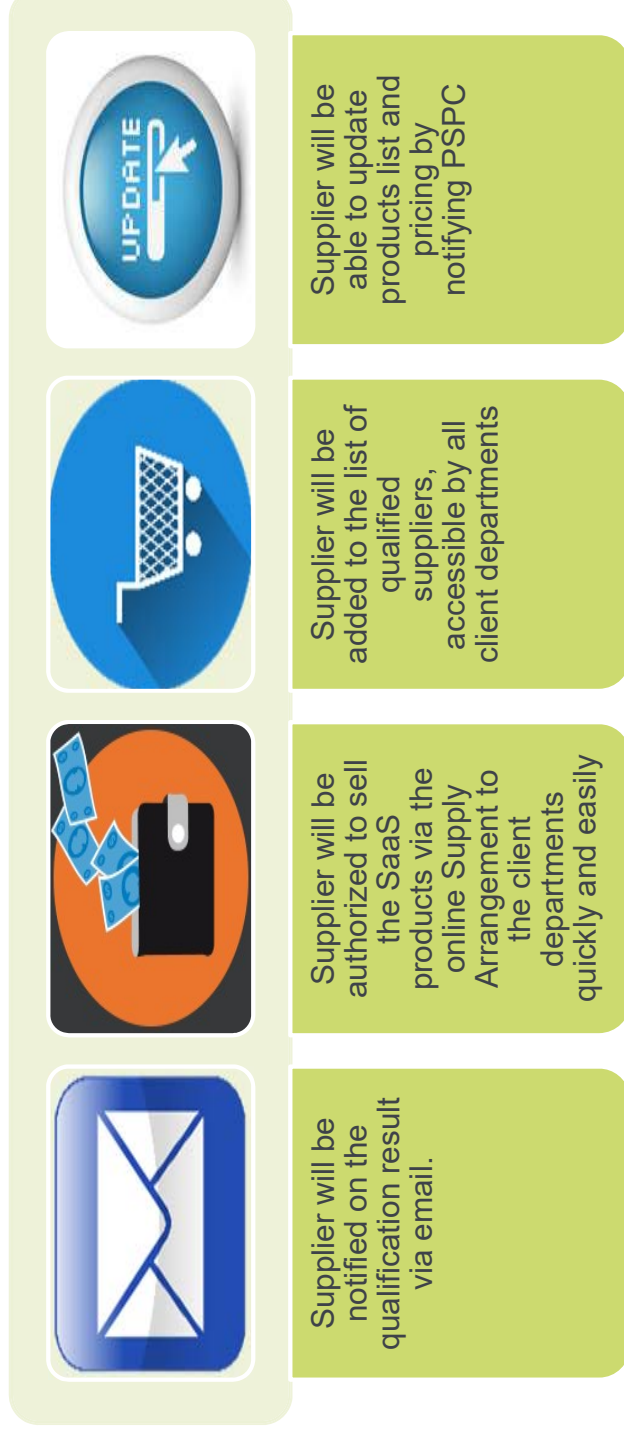
- Option 1 :E-Post Connect : <https://www.canadapost.ca/cpc/en/business/postal-services/digital-mail/epost-connect.page>
- Option 2 : Email: TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca



Having troubles? contact us at TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca

8. How to Participate? (2/2)

Outcomes of Awarding of Supply Arrangement



Looking for help or update contact us at TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca

9. How Client Departments Procure Protected SaaS from SAs?



10. Summary of the Presentation

This is the way forward	Get involve in the GC Digital Transformation	Increase your GC Market presence	Easy qualification process
Leverage PSPC knowledge to qualify	Flexible and business oriented	Departments are eager to buy	Accessible to municipal, provincial, academic, etc

END OF THE PRESENTATION



Public Services and
Procurement Canada Services publics et
Approvisionnement Canada

25

Canada

Buy and Sell Solicitation number : **EN578-191593/F**

QUESTIONS AND ANSWERS



FEEDBACK