



**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**

**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 étage, 10, rue Wellington  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> Emergency Management App System	
<b>Solicitation No. - N° de l'invitation</b> G9292-202457/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> G9292-202457	<b>Date</b> 2020-02-18
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-127-37226	
<b>File No. - N° de dossier</b> 127xl.G9292-202457	<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 2020-03-05</b>	
<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> Flemming, Brock	<b>Buyer Id - Id de l'acheteur</b> 127xl
<b>Telephone No. - N° de téléphone</b> (613) 858-8073 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> Bid Receiving - PWGSC/Reception des soumissions Gatineau Quebec K1A 0S5	

**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/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**This solicitation amendment 002 is issued to:**

**Part 1 - Answer the questions from the Industry**

**\*\*Please note: Word Documents submitted with Amendment 002 are for access to clickable links only.**

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**Part 1**

Answers to Questions from the Industry

Number	Question	Response
1	<p>ESDC has identified a requirement for a SaaS solution in this RFP, with substantial amounts evidence required to meet these requirements which is prohibitive for products that could otherwise meet the requirements outlined in this RFP. For products to provide this evidence without it already in place, there would be a substantial level of effort and cost, limiting proposals on this RFP. Since Shared Services Canada (SSC) has cloud infrastructure available for Government of Canada programs that would meet all ESDC requirements to protect confidentiality, integrity and availability within a PBMM environment, would the crown consider responses to this RFP where the solution was hosted by Shared Services Canada's cloud offering instead of by the bidder? This option would allow for submissions of appropriate products at a more reasonable cost to ESDC, while still meeting all product, service and data requirements.</p>	<p>The Crown seeks a solution that includes a full and complete stack of cloud service models (SaaS, Paas, IaaS) provided by the Bidder.</p> <p>For the Bidders that don't have in place the evidence of a full compliance with the PBMM requirements, the Crown encourages them to partner with a cloud service provider that has that evidence.</p> <p>Such cloud service providers have had the evidence validated by having completed the Canadian Centre for Cyber Security's (CCCS) "Cloud Service Provider IT Security Assessment Process" (for the IaaS and PaaS service layers).</p>

2	<p>The RFP states that there are approximately 30,000 employees and four main user groups of approximately 3,000 within ESDC. Shall we make mass notifications available to all employees (severe weather/threats) in a certain geographical location) then focus other roles/limitations for the four user groups and 3,000 approximate employees (20 and 2980)?</p>	<p>Yes, only the alert communication (or mass notifications) part of the delivery would pertain to all employees (approx. 30,000).</p> <p>The other roles/limitations would apply to the four groups that make up to 3,000 main users, who would use most parts of the application. One of those groups are the 20 users in the Administrator role.</p>
3	<p>The below paragraph states potentially making this system available for any department or Crown Corp, would this simply be to facilitate future procurement by these entities who may purchase independently if needed? Any clarification would help.</p> <p>ESDC is the Initial Client that will use the EMAS (the "Software as a Service Solution"). However, this bid solicitation will also allow Canada to make the Software as a Service Solution available to any department or Crown corporation (as those terms are defined in the Financial Administration Act) or any other party for which the Department of Public Service and Procurement Canada is authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client"). Although Canada may make the Software as a Service Solution available to any or all the Clients, this bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.</p>	<p>Correct. Other departments or Crown corporations can use this agreement to acquire their own EMAS solution, with the same terms and conditions.</p>
4	<p>Given that there are over 100 combined mandatory and rated requirements for this solicitation, we would like to respectfully request a two (2) week extension to the submission deadline to provide sufficient time to meet the criteria.</p>	<p>The Crown and ESDC agrees to a two (2) week (i.e. 14 calendar days) extension to the submission deadline. Closing March 5, 2020.</p>

5	<p>Could the Crown please confirm that all firms engaged in contributing to the preparation of the statement of work are prohibited from responding to the request for proposal as per Part 1, section 1.4?</p>	<p>In accordance with the Part 1, Section 1.4, Canada confirms that any company or individual that has participated in the preparation of the Statement of Requirements is prohibited from bidding.</p>
6	<p>Does the vendor need to have a currently deployed EMAS SaaS solution used by others clients?</p>	<p>There is no currently deployed SaaS EMAS solution. Canada requires a Bidder to propose a commercial SaaS offering, i.e. one that has already been in use by many clients, and that is able to conform to the Statement of Requirements, thus becoming EMAS.</p>
7	<p>Can the vendor deliver a multi-tenant solution for ESDC (as the first tenant) with support for multiple tenants out of the box to enable other Government of Canada departments to use the solution?</p>	<p>Bidder must provide evidence of tenant's data segregation between Canada departments, adherent to all of the Canada's security policies and standards.</p>
8	<p>Our corporation is in the process of obtaining "Protected B" status. Does this need to be obtained prior to submission or this needs to be completed before we have access to Protected B information – when the contract is awarded? Where can we find the list of data centers providing cloud services that have "Protected B" rating? We have found that AWS and Azure are compliant. Are there others? Do we need to have servers currently installed in these data centers at time of submission to be compliant?</p>	<p>The actual Protected B status (certification) of the proposed solution must be in place before contract award. However, for the bid, Bidder must demonstrate that they are in the process of obtaining Protected B status (compliance).</p> <p>The list of Canada's registered cloud providers that provide cloud services rated Protected B can be found at this link:  <a href="https://cloud-broker.canada.ca/s/?language=en_CA">https://cloud-broker.canada.ca/s/?language=en_CA</a></p> <p>AWS and Azure are on that list.</p> <p>No, as with any public cloud service provider, no actual servers are expected to be installed as the IaaS provider already has installed all hardware to support a commercial SaaS solution.</p>
9	<p>Some mandatory requirements (e.g. M5, M6, M8) refer to the data-centers hosting the service. If the solution is hosted in PBMM-certified Hyperscale Cloud Provider (e.g. Microsoft Azure), is it sufficient to refer to the certification of the public cloud service provider without needing to delve further into the physical infrastructure specifics of how the Hyperscale cloud provider implements the data-centers?</p>	<p>If the Bidder's SaaS service sits on top of the IaaS service provided by a company that already has the Protected B status with Canada, Bidder may reference that Framework Agreement (a.k.a. contract) with Canada and provide proof. Still, for the SaaS layer, Bidder must demonstrate they meet what is respectively requested in the Statement of Requirements.</p>

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10	Some mandatory requirements (e.g. M7) refer to data-center personnel security. If the solution is hosted in PBMM-certified Hyperscale cloud provider, is it sufficient to refer to the certification of the public cloud service provider as previously done for the Protected B cloud contracts that have already been awarded?	Bidder may reference that its own providers of IaaS and PaaS cloud services have been awarded a Framework Agreement (a.k.a contract) with Canada however, they must formally demonstrate in the bid that their SaaS cloud service offering is compliant with the SaaS-related requirements specified in the Statement of Requirements.
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Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

G9292-202457

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127xl

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME

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**ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAINS UNCHANGED**