

**RETURN BIDS TO :  
RETOURNER LES SOUMISSION À:**

**Canada Revenue Agency  
Agence du revenu du Canada**

**Proposal to: Canada Revenue Agency**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition à : l'Agence du revenu du Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)  
Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Bidder MUST identify below the name and title of the individual authorized to sign on behalf of the Bidder –  
Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire**

\_\_\_\_\_  
**Name /Nom**

\_\_\_\_\_  
**Title/Titre**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date (yyyy-mm-dd)/(aaaa-mm-jj)**

(\_\_\_\_)\_\_\_\_\_

\_\_\_\_\_  
**Telephone No. – No de téléphone**

(\_\_\_\_)\_\_\_\_\_

\_\_\_\_\_  
**Fax No. – No de télécopieur**

\_\_\_\_\_  
**E-mail address – Adresse de courriel**

**REQUEST FOR PROPOSAL /  
DEMANDE DE PROPOSITION**

**Title – Sujet**

**Log Analytics Software**

**Solicitation No. – No de  
l'invitation**

1000355275

**Date**

**November 25<sup>th</sup>, 2020**

**Solicitation closes –  
L'invitation prend fin  
on – le 11 January 2021  
at – à 11:59 P.M. / 23:59 h**

**Time zone – Fuseau  
horaire**  
EST /HNE Eastern  
Standard Time/ Heure  
Normale de l'Est

**Contracting Authority – Autorité contractante**

Name – Nom : Shawn Woods  
E-mail address – Adresse de courriel  
Shawn.Woods@cra-arc.gc.ca

**Telephone No. – No de téléphone**  
(613) 291-9615

**Destination - Destination**

See herein / Voir dans ce document

## Table of contents

Part 1	General Information .....	5
1.1	Introduction .....	5
1.2	Summary .....	5
1.3	Debriefings .....	6
1.4	Canadian International Trade Tribunal.....	6
Part 2	Bidder Instructions .....	7
2.1	Mandatory Requirements.....	7
2.2	Standard Instructions, Clauses and Conditions .....	7
2.2.1	Revisions to Standard Instructions 2003 .....	7
2.3	Submission of Proposals .....	9
2.4	Communications - Solicitation Period .....	9
2.5	Applicable Laws.....	9
2.6	Promoting Accessibility.....	10
2.7	Terms and Conditions .....	10
Part 3	Proposal Preparation Instructions.....	11
3.1	Bid – Sections .....	11
3.2	Format for Bid .....	11
3.3	Multiple Bids .....	11
3.4	Section I: Technical Bid .....	11
3.5	Section II: Financial Bid .....	11
3.5.1	Exchange Rate Fluctuation.....	12
3.6	Section III: Certifications .....	12
Part 4	Evaluation and Selection .....	13
4.1	General.....	13
4.2	Steps in the Evaluation Process .....	13
Part 5	Certifications and Additional Information.....	16
5.1	Certifications Required To Be Submitted At Time of Bid Closing.....	16
5.1.1	Joint Venture Certification <i>Only complete this certification if a joint venture is being proposed</i> ....	16
5.2	Certifications Precedent to Contract Award and Associated Information.....	17
5.2.1	Authority to Grant License.....	17
5.2.2	Integrity Provisions – Associated Information.....	17

5.2.3	Employment Equity.....	17
5.2.4	Vendor Reporting Information .....	17
Appendix 1: Mandatory Criteria .....		20
Appendix 2: Financial Proposal.....		33
Part 6 Model Contract.....		58
6.1	Revision of Departmental Name.....	58
6.2	Agency Restructuring.....	58
6.3	Requirement .....	58
6.3.1	Period of the Contract .....	58
6.3.2	Option to Extend the Contract.....	58
6.3.3	Option to Purchase Professional Services and Training .....	58
6.3.4	Option to Purchase Additional Quantities of the Goods and Services.....	59
6.4	Replacement of Product .....	59
6.5	Standard Clauses and Conditions .....	59
6.6	General Conditions .....	60
6.7	Supplemental Terms and Conditions.....	60
6.8	Software License Types (to be determined at time of contract award).....	62
6.8.1	Perpetual OR Annual Software License .....	62
6.9	License Terms and Conditions – Shrink-Wrap or Click-Wrap .....	63
6.10	Maintenance .....	63
6.11	Documentation and Technical Manuals .....	64
6.12	Authorities .....	64
6.12.1	Contracting Authority .....	64
6.12.2	Project Authority.....	64
6.12.3	Contractor’s Representative.....	65
6.13	Sustainable Development.....	65
6.14	Delivery .....	65
6.14.1	Delivery of the software licenses:.....	65
6.15	Definition Of A Day/Proration .....	65
6.16	Inspection and Acceptance.....	66
6.17	Basis of Payment.....	66
6.17.1	Basis of Payment - Software .....	66

6.17.2	Basis of payment – Maintenance and support	66
6.17.3	Basis of Payment - Training and Professional Services	66
6.18	Payment Process	67
6.18.1	Payment by Direct Deposit	67
6.18.2	Payment by Cheque	67
6.19	Pricing Stability for the Optional Years (Years #6-10 of the Contract)	67
6.20	Invoicing Instructions	68
6.21	Refund to the Crown	68
6.22	Certifications	69
6.22.1	Federal Contractors Program for Employment Equity - Default by the Contractor	69
6.23	Joint Venture (NOTE to bidders: to be deleted at contract award if not applicable)	69
6.24	Applicable Laws	70
6.25	Priority of Documents	70
6.26	Alternative Dispute Resolution	70
6.26.1	Procurement Ombudsman	71
6.26.2	Contract Administration	71
6.27	Limitation Of Liability	71
6.27.1	Intellectual Property Right Infringement	73
6.28	Annexes	74
	Annex A: Statement of Requirements	75
	Appendix 1 to SOR: SSC / CRA Computing Infrastructure	86
	Appendix 2 to SOR: Accessibility Roadmap Template	89
	Annex B: List of Deliverables and Pricing	92

## Request for Proposal (RFP)

Title: **Log Analytics Software**

### Part 1 General Information

#### 1.1 Introduction

The solicitation is divided into seven parts plus appendices and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the solicitation;
- Part 3 Proposal Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation and Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection; and
- Part 5 Certifications and Additional Information: includes the certifications to be submitted with the bid and before contract award.

#### Appendices

Appendix 1: Mandatory Criteria  
Appendix 2: Financial Proposal

- Part 6 Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract.

#### Annexes

Annex A: STATEMENT OF REQUIREMENTS  
Appendix 1 to SOR: SSC / CRA Computing Infrastructure  
Appendix 2 to SOR: Accessibility Roadmap Template  
Annex B: LIST OF DELIVERABLES AND PRICING

#### 1.2 Summary

The Canada Revenue Agency (CRA) is currently deploying application performance monitoring (APM) tools to:

- Monitor Linux, mainframe and off-premises environments;
- Effectively and proactively monitor application health and the response time for completion of transactions;
- Monitor application performance from an end-user perspective;
- Collect and analyze log files across the CRA; and
- To augment monitoring tools already in place.

With the previous APM tools and processes, the CRA has had a limited ability to proactively identify performance issues before they escalated and caused service outages. With every service outage or degradation, there is the

potential for Canadians to perceive the CRA's digital services as being unstable or unreliable. This document focuses on the Log Analytics aspect of APM.

The objective of the procurement of Log Analytics software is to augment APM (Application Performance Monitoring) by collecting, aggregating, correlating, and analyzing machine data to provide comprehensive real-time insights into application performance. Log Analytics will focus on the contents of log files from disparate systems across both CRA's Linux network and mainframe. It will collect the data into a central location, analyze the data based on parameters set by the user, and provide insight by correlating and finding patterns in the data as defined by the user to pin-point software issues more quickly.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the solicitation process. Bidders should make the request to the Contracting Authority within ten (10) business days of receipt of the results of the solicitation process. The debriefing may be in writing, by telephone or in person.

### **1.4 Canadian International Trade Tribunal**

As a general rule, a complaint regarding this procurement process must be filed with the Canadian International Trade Tribunal (the Tribunal) within 10 working days from the date on which a bidder becomes aware, or reasonably should have become aware, of a ground of complaint. Alternatively, within that time frame, a bidder may first choose to raise its ground of complaint by way of an objection to the CRA; if the CRA denies the relief being sought, a bidder may then file a complaint with the Tribunal within 10 working days of that denial. More information can be obtained on the Tribunal's Web site ([www.citt-tcce.gc.ca](http://www.citt-tcce.gc.ca)) or by contacting the Registrar of the Tribunal at 613-990-2452.

Also consult [Bid Challenge and Recourse Mechanisms](https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms) (<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>)

## Part 2 Bidder Instructions

### 2.1 Mandatory Requirements

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will receive no further consideration.

### 2.2 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of this solicitation and accept the clauses and conditions of the resulting contract.

The standard instructions and conditions 2003 (2019-03-04) are incorporated by reference into and form part of the bid solicitation.

The following clauses are incorporated by reference:

SACC Reference	Clause Title	Date
A3015T	Certifications	2014-06-26

#### 2.2.1 Revisions to Standard Instructions 2003

Standard Instructions - Goods or Services – Competitive Requirements 2003 (2019-03-04) are revised as follows.

Section 01 titled “Integrity Provisions– Bid”, is deleted in its entirety and replaced with the following:

Section 01 Integrity Provisions– Bid

1. The *Supplier Integrity Directive* (SID) dated May 24, 2016, is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>
2. Under the SID, charges and convictions of certain offences against a Supplier, its affiliates or first tier subcontractors, and other circumstances, will or may result in a determination by Public Works and Government Services Canada (PWGSC) that the Supplier is ineligible to enter, or is suspended from entering into a contract with Canada. The list of ineligible and suspended Suppliers is contained in PWGSC’s Integrity Database. The SID describes how enquiries can be made regarding the ineligibility or suspension of Suppliers.
3. In addition to all other information required in the bid solicitation, the Bidder must provide the following:
  - a. by the time stated in the SID, all information required by the SID described under the heading “Mandatory Provision of Information”; and

- b. with its bid, a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID. The list of foreign criminal charges and convictions must be submitted using an Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
4. Subject to subsection 5, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- it has read and understands the SID (<https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>)
  - it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the SID, will or may result in a determination of ineligibility or suspension under the SID;
  - it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
  - it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the SID;
  - none of the domestic criminal offences, and other circumstances, described in the SID that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; and
  - it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
5. Where a Bidder is unable to provide any of the certifications required by subsection 4, it must submit with its bid a completed Integrity Declaration Form, which can be found at [Declaration form for procurement](#).
6. Canada will declare non-responsive any bid in respect of which the information requested is incomplete or inaccurate, or in respect of which the information contained in a certification or declaration is found by Canada to be false or misleading in any respect. If Canada establishes after award of the Contract that the Bidder provided a false or misleading certification or declaration, Canada may terminate the Contract for default. Pursuant to the SID, Canada may also determine the Bidder to be ineligible for award of a contract for providing a false or misleading certification or declaration.

Section 02 titled "Procurement Business Number", is hereby deleted in its entirety and replaced with:

Section 02 Procurement Business Number

Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <https://www.canada.ca/en/services/taxes/business-number.html>.

Section 03 titled "Standard Instructions, Clauses and Conditions", "Pursuant to the Department of Public Works and Government Services Act (S.C. 1996, c.16)," is hereby deleted.

Section 05 titled "Submission of Bids", paragraph 2 (d) is deleted in its entirety and replaced with the following:  
(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.

Section 05 titled "Submission of Bids" paragraph 4, delete sixty (60) days and replace with one hundred and eighty (180) days.

Section 06 titled "Late Bids" reference to "PWGSC" is hereby deleted and replaced with CRA.

Section 07 titled "Delayed Bids" all references to "PWGSC" are hereby deleted and replaced with "CRA".



Section 12 titled "Rejection of Bid", delete subsections 1(a) and 1(b) in their entirety.

Section 20 titled "Further Information", Paragraph 2 is hereby deleted and replaced with the following: Enquiries concerning receipt of bids may be addressed to the Contracting Authority identified in the bid solicitation.

Section 21 titled "Code of Conduct for Procurement-bid" is hereby deleted in its entirety.

### **2.3 Submission of Proposals**

When responding, the proposal must be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

**BIDDERS ARE TO SUBMIT PROPOSALS TO:**

Canada Revenue Agency  
Bid Receiving Unit  
Ottawa Technology Centre  
Receiving Dock  
875 Heron Road, Room D-95  
Ottawa, ON K1A 1A2  
Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding those days that the federal government observes as a holiday.

**ELECTRONIC BIDS WILL NOT BE ACCEPTED.** Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.

### **2.4 Communications - Solicitation Period**

All enquiries must be submitted to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

### **2.5 Applicable Laws**

Any resulting contract shall be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

The Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

## 2.6 Promoting Accessibility

The Accessible Canada Act, having received Royal Assent in June 2019, is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

The CRA has a role in implementing the Government of Canada's vision for a more accessible Canada and is engaged in the procurement of goods and services that support the delivery of programs and services covered by the Accessible Canada Act.

The CRA is committed to providing leadership to procure accessible goods and services and supporting the goal of inclusive by design, accessible by default. As it is intended that this initiative take place progressively, suppliers should anticipate that, over time, the accessibility requirements in Canada's procurement contracts will evolve and may become more demanding.

To accomplish this, the CRA has adopted the [EN 301 549 V2.1.2 \(2018-08\) Harmonised European Standard](#) for Information and Communication Technology (ICT) products and services.

## 2.7 Terms and Conditions

The Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Requirements (SOR). Any modifications or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOR document will render the bid non-responsive and the bid will receive no further consideration.

### **Part 3 Proposal Preparation Instructions**

#### **3.1 Bid – Sections**

Canada requests that bidders provide their bid in separate sections as follows:

- Section I: Technical Bid (1 hard copy and 1 soft copy on USB)
- Section II: Financial Bid (1 hard copy and 1 soft copy on USB)
- Section III: Certifications (1 hard copy and 1 soft copy on USB)

#### **3.2 Format for Bid**

Canada requests that bidders follow the format instructions described below in the preparation of their bid.

- a. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b. Use recycled-fibre content paper and two-sided printing. Reduction in the size of documents will contribute to CRA's sustainable development initiatives and reduce waste;
- c. avoid the use of colour and glossy formats; and
- d. use a numbering system corresponding to that of the bid solicitation.

#### **3.3 Multiple Bids**

The Bidder may submit more than one bid. If more than one bid is submitted, it must be an electronically separate document, clearly marked as a separate bid. Each bid will be evaluated independently, without regard to the other bids submitted by the Bidder. As a result, every bid must be complete on its own.

#### **3.4 Section I: Technical Bid**

Proposals will be evaluated in accordance with the evaluation criteria identified in Appendix 1: Mandatory Criteria and in conjunction with the Statement of Requirement (SOR). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be demonstrated for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders' written proposal.

#### **3.5 Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the format outlined in Appendix 2: Financial Proposal. The total amount of Applicable Taxes must be shown separately.

Prices must appear in the financial bid only. Bidders must not provide prices in any other section of the bid. Prices must be exclusive of Applicable Tax.

Bidders must provide a price for each item identified in the format specified in Appendix 2: Financial Proposal. Ranges (e.g., \$10-\$13) are not acceptable.

Should the Bidder not provide a price (for example: the space is left blank or struck through or the letters N/A or the words “no charge” or “included”) for one or more items in Appendix 2: Financial Proposal the following steps will be taken:

The Contracting Authority will notify the Bidder of any omission(s) in its financial proposal and give it the opportunity to withdraw its bid, or agree to the following process:

- i. If the Bidder does not wish to withdraw its bid, the CRA will insert a price of \$0.00 for evaluation purposes for all cells in which financial information is omitted. The price of \$0.00 would also be reflected in any resulting contract and the Bidder would be obliged to honour those prices for the period of the contract, including any option period, as applicable.
- ii. The Bidder must advise the Contracting Authority of its decision to withdraw the bid or agree to the process described above in writing, within two (2) business days of notification. If the Bidder does not respond within the two (2) business days, CRA will render the bid non-responsive and the bid will receive no further consideration.

### 3.5.1 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

## 3.6 Section III: Certifications

Bidders must submit the certifications required under Part 5.

## Part 4 Evaluation and Selection

### 4.1 General

- 4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the evaluation criteria. There are several steps in the evaluation process which are described below.
- 4.1.2 A committee composed of representatives of CRA will evaluate the bids on behalf of the Agency. The services of independent consultants may be called upon to assist in the evaluation of, or in the validation of, specific aspects of the solution proposed. CRA reserves the right to engage any independent consultant, or use any Government resources, which it deems necessary to evaluate any bid.
- 4.1.3 Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be demonstrated for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders' written bid.
- 4.1.4 In addition to other time periods established in the bid solicitation, should the CRA seek clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to the CRA. Failure to meet this deadline will result in the bid being declared non-responsive. If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

### 4.2 Steps in the Evaluation Process

The selection process to determine the successful Bidder will be carried out as follows:

Notwithstanding Step 1 below, in order to expedite the evaluation process, the CRA reserves the right to conduct Step 2 - Evaluation of Financial Proposals concurrently with Step 1. Should the CRA elect to conduct Step 1 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory section until the completion of Step 1. However, if the Contracting Authority is able to ascertain that a proposal is non-responsive by virtue of incomplete information or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory section that the proposal is not responsive and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Step 1 despite the statement "All bids meeting the minimum thresholds in Step 1 will proceed to Step 2".

#### **Step 1 – Evaluation against Mandatory Criteria**

All bids will be evaluated to determine if the mandatory requirements detailed in Appendix 1: Mandatory Criteria have been met. Only those bids meeting ALL mandatory requirements proceed to Step 2 below.

#### **Step 2 – Evaluation of Financial Proposals**

Only technically compliant bids meeting all of the requirements detailed in Step 1 will be considered at this point.

Prices submitted will be evaluated to determine the Total Evaluated Cost as defined in Appendix 2: Financial Proposal. Bidders must provide a price for each item identified in the format specified in Appendix 2: Financial Proposal.

Once the total evaluated cost is determined under Step 2, the evaluation will proceed to Step 3.

### **Step 3 – Basis of Selection**

A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest Total Evaluated Cost (as defined in Appendix 2: Financial Proposal) will be the lowest evaluated cost Bidder. Bidders will be ranked according to the Total Evaluated Cost from lowest to highest.

In the event that multiple software products are proposed in one bid for the Log Analytics Software in order to meet all requirements listed in Annex A: SOR, Bidders must complete the applicable Financial Evaluation Tables provided in Appendix 2: Financial Proposal for each software product proposed and therefore the Total Evaluated Cost (as defined in Appendix 2: Financial Proposal), will be the combined total of all the applicable Financial Evaluation Tables.

The Bidder with the lowest evaluated cost bid will proceed to Step 4 - Proof of Proposal (POP) Testing.

### **Step 4 – Proof of Proposal Testing**

As part of the evaluation process, the CRA may, but will have no obligation to, require that the lowest evaluated cost Bidder demonstrate any features, functionality and capabilities described in this solicitation or in its bid.

The Contracting Authority may request the Bidder to provide their proposed solution for demonstration and POP testing either remotely or at a CRA designated site, with the participation and assistance of the Bidder.

The Contracting Authority will provide the Bidder with a listing of the requirements that will be validated by the Contracting Authority a minimum of ten (10) calendar days before the Bidder's scheduled POP Testing date. CRA reserves the right to test any or all requirements listed in Annex A: SOR.

The purpose of the POP will be to validate the Bidder's proposed software related to the mandatory requirements. If there is an obvious discrepancy between the product or the performance of the products provided for POP Testing and the software proposed in the Bidder's proposal, the CRA reserves the right to conduct whatever further tests are required to validate the Bidder's proposal.

The POP testing timeline shall not exceed ten (10) working days, unless extended in writing by the Contracting Authority at the CRA's sole discretion. If a deficiency is detected during the POP test, the Bidder will have the opportunity to correct the deficiency and retest the requirement during the POP testing, provided that all deficiencies are corrected within the testing timeline.

If the proposed software fails to meet one of the tested requirements of the SOR at the end of the ten (10) working day test period, or as extended by the Contracting Authority, the bid will be declared non-responsive. The Bidder will remove their software from the test site and the CRA will invite the Bidder with the next lowest evaluated cost and meeting all of the steps in the evaluation process listed above to participate in the POP testing phase of the evaluation.

The Bidder with the lowest evaluated cost bid and having passed the POP testing will proceed to Step 5.

### **Step 5 – Conditions Precedent to Contract Award**

The Bidder with the lowest evaluated cost bid having passed the POP testing must meet the requirements provided in Part 5 Certifications of this RFP to proceed to Step 6.

**Step 6 – Contract Entry**

The Bidder having successfully met all the requirements as outlined in Article 4.2 Steps in the Evaluation Process as Step 1 through 5, will be recommended for Contract Award.

**Part 5 Certifications and Additional Information**

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

**5.1 Certifications Required To Be Submitted At Time of Bid Closing**

**5.1.1 Joint Venture Certification Only complete this certification if a joint venture is being proposed**

The Bidder represents and warrants the following:

(a) The bidding entity is a contractual joint venture in accordance with the following definition. A "contractual joint venture" is an association of two or more parties who have entered into a written contract in which they have set out the terms under which they have agreed to combine their money, property, knowledge, skills, time or other resources in a joint business enterprise, sharing the profits and the losses and each having some degree of control over the enterprise.

(b) The name of the joint venture is: \_\_\_\_\_(if applicable).

(c) The members of the contractual joint venture are (the Bidder is to add lines to accommodate the names of all members of the joint venture, as necessary): \_\_\_\_\_

(d) The Business Numbers (BN) of each member of the contractual joint venture are as follows (the Bidder is to add lines for additional BNs, as necessary):  
\_\_\_\_\_  
\_\_\_\_\_

(e) The effective date of formation of the joint venture is: \_\_\_\_\_

(f) Each member of the joint venture has appointed and granted full authority to \_\_\_\_\_ (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the solicitation and any resulting contract.

(g) The joint venture is in effect as of the date of bid submission.

This Joint Venture Certification must be signed by each member of the joint venture.

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised. The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

Signature of an authorized representative of each member of the joint venture

(the Bidder is to add signatory lines as necessary):

\_\_\_\_\_  
Signature of Duly  
Authorized  
Representative

\_\_\_\_\_  
Name of Individual  
(Please Print)

\_\_\_\_\_  
Legal Name of Business  
Entity

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Duly  
Authorized  
Representative

\_\_\_\_\_  
Name of Individual  
(Please Print)

\_\_\_\_\_  
Legal Name of Business  
Entity

\_\_\_\_\_  
Date



## 5.2 Certifications Precedent to Contract Award and Associated Information

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certification within the time frame provided will render the bid non responsive and the bid will receive no further consideration.

### 5.2.1 Authority to Grant License

The Bidder hereby warrants that either:

- i. They own the intellectual property rights for all proposed software; or
- ii. They have the full right and authority granted by the owner of the software, to license all of the proposed software to the CRA in accordance with the software license terms and conditions set out in this RFP.

**Signature of authorized representative:** \_\_\_\_\_

### 5.2.2 Integrity Provisions – Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

### 5.2.3 Employment Equity

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed)" list (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#afed>) available from [Employment and Social Development Canada \(ESDC\)-Labour's website](#).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

### 5.2.4 Vendor Reporting Information

The following information should be provided to enable CRA compliance with paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.) and report payments made to contractors under applicable services contracts (including contracts involving a mix of goods and services) on a T1204 Government Service Contract Payments slip.

For the purpose of this clause:

“Legal Name” means the name of the company, corporation or other entity constituted as a legal person under which this person exercises its rights and performs its obligations.

“Operating Name” means the name that is legally protected and used in the course of its business by a company, corporation or other entity legally constituted as a legal person, or by the individual.

The Bidder is requested to provide the following:

Legal Name:

Operating Name:

Address:

Payment/T1204  
Address (if  
different)

Payment address is same as above

City:

Province:

Postal Code:

Telephone:

Fax:

Type of Business (Select only one)

- Corporation     Partnership     Sole Proprietor     Non-Profit  
Organization     US or International  
Co.

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN). Additional details on how to obtain a BN can be found at: <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).  
Goods and Services Tax (GST) Number:

Business Number (BN):

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If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

Social Insurance Number (SIN):

N/A Reason: \_\_\_\_\_

Note: If you select "N/A", then you must give a reason.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

(Signature of duly authorized representative of business)

Title: \_\_\_\_\_

(Title of duly authorized representative of business)

## Appendices

### Appendix 1: Mandatory Criteria

#### Evaluation Procedures

Bids will be evaluated in accordance with the process outlined in Part 4 Evaluation and Selection and all the mandatory evaluation criteria detailed below.

Bidders should demonstrate their capability in a thorough, concise and clear manner. The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated.

To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

**The Bidder must substantiate how its proposed solution meets the specific mandatory requirements below. The substantiation must not simply repeat the requirements, but must explain and demonstrate how the Bidder will meet the requirements.**

The substantiation may refer to additional documentation submitted with the bid. Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers. If the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

**If Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified.**

Bids that fail to meet any of the mandatory requirements will be declared non-responsive and the bid will receive no further consideration.

## MANDATORY REQUIREMENTS

### 1.0 Mandatory Requirements - General

This subsection details the general requirements applicable to the Log Analytics software.

Req. No.	Requirement Description	Reference:
		<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>
M 1.	The software must include both English and French user interfaces without requiring any additional customization. The interface must allow each user to choose between English and French.	
M 2.	The Contractor must provide web-based training (including training material) in English for Administrators and CRA users.	
M 3.	The Contractor must provide manuals that define all functions and includes complete instructions for the operation of the product and are downloadable from the Internet.	
M 4.	The software must create a bug report or incident in BMC Remedy.	
M 5.	The software must create a bug report or incident in BMC Helix.	
M 6.	The software must create a bug report or incident in Atlassian Jira Data Center.	
M 7.	The software must be commercially available at the time of RFP closing within the product bid. Alpha or beta versions of the product will not be accepted.	

## 1.1 Mandatory Requirements - Technical

This section details the technical requirements of the Log Analytics software.

### 1.1.1 Platform / Networking Requirements:

<b>Req. No.</b>	<b>Requirement Description</b>	<b>Reference:</b>  Bidders should indicate the precise location of the substantiation in this "Reference" column. <b>Note: Substantiation could include examples or screenshots submitted with the bid.</b>  In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
M 8.	The software must run on-premises on a virtualized x64 architecture on Linux.	
M 9.	The software must run on both Canadian Microsoft Azure and Canadian Amazon Web Services accessible through a service endpoint that is not accessible on the Internet such as VPC or VNET.	
M 10.	The software must run on Red Hat Enterprise Linux (RHEL) v7 and subsequent versions on 64-bit microprocessor architectures for the duration of the contract.	
M 11.	The software solution must limit system access to authorized users, processes acting on behalf of authorized users, and devices (including other systems) using replay-resistant authentication.	
M 12.	The software must support LDAPv3 (Lightweight Directory Access Protocol version 3) for user account authentication. Software must support LDAP and LDAPS using Active Directory and CA eTrust Directory.	
M 13.	The software must not require modifications to user account control settings to either install or run it.	
M 14.	The software must support disabling automatic updates.	
M 15.	The software must not interfere with the operation of any Anti-Virus, Anti-Malware, Data Loss Prevention, or Host Intrusion Detection systems operating on a host computer.	
M 16.	The software must be compatible with internet browsers Google Chrome v83 and all subsequent releases, or Microsoft Edge v42 and all subsequent releases.	
M 17.	The software must include a repository to store log data, alerts and dashboards, or must support the	

	use of one or more of the following DBMSs to create, maintain, and delete repositories: DB2 LUW; PostgreSQL; Oracle.	
M 18.	The repository used by the software must store a minimum of 20 TB of data.	
M 19.	The Contractor must inform the Project Authority when non critical software patches are available within 2 weeks of being released.	
M 20.	The Contractor must inform the Project Authority when critical software patches are available within 48 hours of being released.	
M 21.	The product must operate on networks running IPv4.	
M 22.	The product must operate on networks running IPv6.	

**1.1.2 Security Controls Requirements:**

Req. No.	Requirement Description	Reference:
		<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column.</b></p> <p><b>Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>
M 23.	The software's user login interface used in remote credential authentication and authorization connections to the platform must be configurable to support TLS connections between server and client using TLS versions 1.2 or later. Refer to Internet Engineering Task Force RFCs 8446 and 8446[6].	
M 24.	The software must support both TLS versions 1.2 or later for remote connections and must be configured to use only FIPS-based cipher suites recommended by the National Institute of Standards and Technology in NIST SP 800-52 Rev. 2 and by the Canadian Centre for Cyber Security in <a href="https://cyber.gc.ca/en/guidance/guidance-securely-configuring-network-protocols-itsp40062">https://cyber.gc.ca/en/guidance/guidance-securely-configuring-network-protocols-itsp40062</a> .	
M 25.	The software platform must be configured to use X.509 version 3 TLS certificates for mutual authentication between server and the client.	
M 26.	The software must initiate a session lock after a specific time period of inactivity to be defined by the Administrator. The software must retain the session lock until the user re-establishes access by re-authenticating. After the Administrator defined time	

	period of inactivity, the software must destroy the new session keys, master secret key, and the new server random and client random values on both the server and the internal CRA computing client.	
M 27.	The software must allow CRA to integrate existing credential access management systems through Federated Identity, leveraging SAML 2.0 (and subsequent versions).	
M 28.	The software must log an audit trail of events and activities that is accessible to the Administrator and must include the following: <ul style="list-style-type: none"> <li>• Date and time;</li> <li>• Identification of the user, machine or process; and</li> <li>• Description of event or activity.</li> </ul>	
M 29.	The software must maintain a read-only state for log entries in its repository (except upon initial load of log entries into its repository).	
M 30.	The software must use file integrity verification mechanisms to detect unauthorized changes in its repository.	
M 31.	The software must have role-based access control to differentiate between Administrator and user access.	
M 32.	The platform must support encryption of all data at rest when in storage using FIPS 140-2 compliant AES algorithm supporting the following AES key lengths: 128 bits; 192 bits; and 256 bits.	
M 33.	The software must support either RESTful or SOAP APIs.	
M 34.	If the software supports RESTful APIs, the software must use OpenID Connect, Open Authorisation 2.0 (OAuth2.0) for access protection. The software's RESTful API must apply token-based authentication using JSON Web Tokens.	
M 35.	If the software supports SOAP, the software must use SAML 2.0 and WS-Security SAML Token Profile for access protection.	



**1.1.3 Accessibility and Adaptive Technology Compliance Requirements:**

<b>Req. No.</b>	<b>Requirement Description</b>	<b>Reference:</b>
M 36.	<p>The Contractor must submit documentation demonstrating that the software is Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliant.</p> <p>Documents provided must:</p> <ol style="list-style-type: none"> <li>1. Show that accessibility development and testing for the software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies; and</li> <li>2. Include the test results and other documentation for the software supplied to the Contractor, if the Contractor used a third-party to assess compliance, and</li> <li>3. Provide documentation demonstrating how the software will be EN 301 549 V2.1.2 (2018-08) Harmonized European Standard compliant by June 30, 2021;</li> </ol> <p>To demonstrate compliance, the Contractor must provide an accessibility roadmap demonstrating how the software will be EN 301 549 V2.1.2 (2018-08) Harmonized European Standard compliant by June 30, 2021. An accessibility roadmap template is attached at Appendix 2 to the SOR.</p> <p><b>OR</b></p> <p>The Contractor must submit documentation demonstrating that the software is EN 301 549 V2.1.2 (2018-08) Harmonized European Standard compliant.</p> <p>Documents provided must:</p>	<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column.</b> <b>Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>

	<ol style="list-style-type: none"> <li>1. Show that accessibility development and testing for the software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies; <b>and</b></li> <li>2. Include the test results and other documentation for the software supplied to the Contractor, if the Contractor used a third-party to assess compliance.</li> </ol>	
M 37.	The Contractor must provide an existing and completed Voluntary Product Accessibility Template (VPAT) or complete and submit the new VPAT 2.4Rev INT (February 2020) to demonstrate that the accessibility development and testing for the software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies.	

**1.1.4 Other Technical Requirements:**

Req. No.	Requirement Description	Reference:
		<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column.</b></p> <p><b>Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>
M 38.	All software configuration and administration must be provided through a web browser interface.	
M 39.	<p>The software must process the following character sets:</p> <ul style="list-style-type: none"> <li>• ASCII;</li> <li>• EBCDIC;</li> <li>• Unicode;</li> <li>• MS-Windows 1252; and</li> <li>• ISO 8859.</li> </ul>	
M 40.	The software must be deployable in both production and testing environments across all IT platforms and used to monitor both testing and production environments (see Appendix 1 to SOR: SSC / CRA Computing Infrastructure).	
M 41.	The software must permit deployment for up to 10 instances of the software (at the CRA's discretion)	

	that are independent from the monitored environments, for the purpose of maintenance, testing and training of the Log Analytics software.	
M 42.	The software must have backup and archiving capability.	
M 43.	The software must read log entries stored at different tiers based on age and criticality.	

## 1.2 Mandatory Requirements - Functional

This section details the functional requirements of the Log Analytics software.

### 1.2.1 Log Collection Requirements:

Req. No.	Requirement Description	Reference:
		<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column.</b>  <b>Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>
M 44.	The software must collect a minimum of 12 GB of log data per hour.	
M 45.	The software must collect from logs residing on a minimum of 500 servers. Each server will have a minimum of one log.	
M 46.	The software must make any log entry available for searches, alerts within 300 seconds of that log entry having been received by the Log Analytics software.	
M 47.	The software must make any log entry available in a real-time, constantly-refreshed dashboard within 300 seconds of that log entry having been received by the Log Analytics software.	
M 48.	The software must filter log entries using any of the standard and locally defined keys when processing alerts and queries.	
M 49.	<p>The software must ingest and interpret the following logging frameworks (as well as the future versions of these frameworks):</p> <ul style="list-style-type: none"> <li>• Log4j</li> <li>• Log4j2</li> </ul>	

<p>M 50.</p>	<p>The software must ingest and interpret all of the following Mainframe log types:</p> <ul style="list-style-type: none"> <li>a) SMF (System Management Facility)</li> <li>b) SYSLOG</li> <li>c) SYSOUT</li> <li>d) z/OS System</li> <li>e) DB2 on z/OS job log</li> <li>f) MQ on z/OS job log</li> <li>g) CICS Logs; and</li> <li>h) CICS Transaction Gateway Logs.</li> </ul> <p>Note to Bidders: Ensure substantiation is provided for EACH item listed to demonstrate how the requirement is met. Failure to substantiate any one of the listed items will render the bid non-responsive.</p>	
<p>M 51.</p>	<p>The software must ingest and interpret all of the following log types:</p> <ul style="list-style-type: none"> <li>a) DB2 on Red Hat Linux (on x86) logs</li> <li>b) MQ on Red Hat Linux (on x86) logs</li> <li>c) IDMS job log</li> <li>d) Qlik Change Data Capture (CDC) job log</li> <li>e) Weblogic logs</li> <li>f) Wildfly logs</li> <li>g) Apache logs</li> <li>h) LDAP Query Log - *data_query*</li> <li>i) LDAP Warning logs</li> <li>j) LDAP Alarm and *data_alarm*</li> <li>k) Postgres</li> <li>l) Active Directory</li> <li>m) IBM Cognos Analytics</li> <li>n) SAS</li> <li>o) Centralized logging services managed in Microsoft Azure</li> <li>p) Centralized logging services managed in Amazon Web Services</li> <li>q) Siteminder Policy Server smps.log</li> <li>r) Siteminder Policy Server smtrace*.log; and</li> <li>s) Oracle DB Audit logs.</li> </ul> <p>Note to Bidders: Ensure substantiation is provided for EACH item listed to demonstrate how the requirement is met. Failure to substantiate any one of the listed items will render the bid non-responsive.</p>	
<p>M 52.</p>	<p>The software must understand the date formats associated with all of the required log types listed in mandatory requirements <b>M-49</b>, <b>M-50</b>, and <b>M-51</b> and store the dates in the log analytics software in a consistent, standard date format.</p>	

M 53.	The software must ingest and interpret Structured log files in all of the following formats: <ul style="list-style-type: none"> <li>• Key/value pairs;</li> <li>• Delimited files; and</li> <li>• Fixed position files.</li> </ul>	
M 54.	The software must allow an Administrator to input the configuration of these log files, so that the software can filter log entries using any of the configured keys or columns when processing alerts and queries.	
M 55.	The software must accept as input and process (for alerts and to make searchable) log files up to and including 500GB in size.	
M 56.	The software must allow an Administrator to update the retention period for log entries.	

**1.2.2 Performance Requirements:**

Req. No.	Requirement Description	Reference:
		<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column.</b>  <b>Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>
M 57.	The software must allow 50 concurrent users without experiencing performance issues.	
M 58.	The software must optimize queries to decrease latency, memory, and CPU usage.	

1.2.3 Alerts Requirements:

Req. No.	Requirement Description	Reference:
M 59.	The software must allow filtering based on at least fifteen Attributes of the user's choice when creating alerts.	<p><b>Bidders should indicate the precise location of the substantiation in this "Reference" column.</b>  <b>Note: Substantiation could include examples or screenshots submitted with the bid.</b></p> <p><b>In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.</b></p>
M 60.	<p>The software must send alerts in all of the following formats:</p> <ul style="list-style-type: none"> <li>• E-mail to a specified user;</li> <li>• E-mail to a specified user group;</li> <li>• Notification on the software's user interface for a specified user; and</li> <li>• Notification on the software's user interface for a specified user group.</li> </ul>	
M 61.	The software must allow a user to choose any or none of the alert formats identified in M60 when sending alerts.	
M 62.	The software must generate an alert based on the Attributes of a single log entry as well as a set of related log entries happening within a user specified period of time.	
M 63.	The software must prevent alert storms by limiting the number of alerts associated with a given alert criteria within a configurable time period.	
M 64.	The software must allow users to directly view the log entries related to an alert that was displayed on the user interface.	
M 65.	The software must allow alert retention to be configurable.	

**1.2.4 User Interface Requirements:**

<b>Req. No.</b>	<b>Requirement Description</b>	<b>Reference:</b>  Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples or screenshots submitted with the bid.  In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
M 66.	The software's user interface must allow users to select summary and detailed log entries by filtering, grouping and summarizing any combination of log Attributes (whether collected as key-value pairs, delimited files, or fixed position files).	
M 67.	The software must allow for querying to collect log entries from a single or multiple logs, servers or platforms.	
M 68.	The software must allow queries to be saved and reused.	
M 69.	The software must allow wildcards and substrings to be used to filter Structured and Unstructured fields in log entries.	
M 70.	<p>When creating dashboards, the software dashboard creator must allow all of the following:</p> <ul style="list-style-type: none"> <li>• Dashboards displaying real time information to be shared with other users so the other users can update the dashboard;</li> <li>• Dashboards displaying real time information to be read only shared with other users so other users can view the dashboard;</li> <li>• Dashboards displaying a point in time to be shared with other users so the other users can update the dashboard; and</li> <li>• Dashboards displaying a point in time to be read only shared with other users so the other users can view the dashboard.</li> </ul>	
M 71.	<p>The software must provide dashboards with configurable graphical layouts that include 3 or more of the following:</p> <ul style="list-style-type: none"> <li>• Bar charts;</li> <li>• Line graphs;</li> <li>• Pie charts;</li> <li>• Scatter graphs; and</li> <li>• Bar chart/line graph combination.</li> </ul>	

M 72.	The software's user interface must export selected log entries and query results to CSV file format.	
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## Appendix 2: Financial Proposal

The Bidder must submit their financial bid in accordance with the Financial Evaluation Tables included below.

Bidders must submit firm prices in Canadian funds, Canadian customs duties and excise taxes included, and Applicable Taxes excluded, for the provision of the goods and services outlined in Annex A: Statement of Requirements.

**Bidders must bid EITHER annual licenses or perpetual licenses for any product submitted in the bid. Bidders must not offer both annual and perpetual license pricing for the same product within one bid.**

In order to promote greater competition, the CRA has chosen to provide Bidders with multiple licensing metrics based on current business requirements for which Bidders can choose in order to base their pricing on as follows:

**Licensing Metric #1)** The Log Analytics software will be licensed to the CRA based on the number of Concurrent Users as defined in Article 6.8 entitled “Software License Type” of the Request for Proposal.

**Licensing Metric #2)** The Log Analytics software will be licensed to the CRA based on the amount of Gigabytes (GB) of log data ingested daily by the Log Analytics software as defined in Article 6.8 entitled “Software License Type” of the Request for Proposal.

**Licensing Metric #3)** The Log Analytics software will be licensed to the CRA based on the number of devices (number of servers monitored by the Log Analytics software) as defined in Article 6.8 entitled “Software License Type” of the Request for Proposal.

**In addition to Bidders choosing EITHER annual licenses or perpetual licenses, Bidders must NOT provide pricing for more than one (1) metric for the same product within one bid.**

In the event that multiple software products are proposed in one bid for the Log Analytics Software, CRA requests that the Financial Evaluation Tables be completed for each software product proposed.

Multiple bids may be submitted in accordance with Article 3.3 Multiple Bids herein.



## Financial Evaluation Tables

Bidder should indicate the name of the proposed product(s) below:

Log Analytics Software	
Name of proposed product(s)	Version #

There are three (3) sections provided below for which Bidders must complete as follows:

### SECTION #1: Financial Evaluation Tables for the Log Analytics Software

**Instructions to Bidders:** Bidders must choose the applicable Financial Tables associated with the license metric scenario chosen as follows:

**Scenario #1)** If a PERPETUAL license is proposed based on the number of concurrent users, Bidders must complete Tables 1A, 1B, 1C, and 1D provided below.

**Scenario #2)** If a PERPETUAL license is proposed based on the number of devices (number of servers monitored by the Log Analytics Software), Bidders must complete Tables 2A, 2B, 2C, and 2D provided below.

**Scenario #3)** If an ANNUAL license is proposed based on the number of concurrent users, Bidders must complete Tables 3A, 3B, 3C, and 3D provided below.

**Scenario #4)** If an ANNUAL license is proposed based on the amount of Gigabytes (GB) of log data ingested daily by the Log Analytics software, Bidders must complete Tables 4A, 4B, 4C, and 4D provided below.

**Scenario #5)** If an ANNUAL license is proposed based on the number of devices (number of servers monitored by the Log Analytics Software), Bidders must complete Tables 5A, 5B, 5C, and 5D provided below.



## **SECTION #2: Financial Evaluation Tables for the Optional Professional Services and Training**

**Instructions to Bidders:** Bidders must complete both Financial Tables 6.0 and 7.0 provided in this section.

## **SECTION #3: Total Evaluated Cost Calculation**

**Instructions to Bidders:** Bidders must provide the Total Evaluated Cost in accordance with the calculation associated to the license metric scenario chosen in Section #1: Financial Evaluation Tables for the Log Analytics Software.



## SECTION #1: Financial Evaluation Tables for the Log Analytics Software

SCENARIO #1) Perpetual License proposed based on the number of concurrent users:

### FIRM REQUIREMENTS:

Table 1A – Initial Procurement of the Log Analytics Perpetual Software Licenses					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
1	Procurement of the Log Analytics concurrent user software licenses described in Annex A: SOR, with one (1) year warranty and one (1) year maintenance and support services included.	10	Per user	\$ _____	\$ _____
Total for Table 1A:					\$ _____

Table 1B – Renewal of the Maintenance and Support Services for the Initial Procurement					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
2	Renewal of the maintenance and support services for the initial procurement in Table 1A, for firm Year 2 of the contract.	10	Per license per year	\$ _____	\$ _____
3	Renewal of the maintenance and support services for the initial procurement in Table 1A, for firm Year 3 of the contract.	10	Per license per year	\$ _____	\$ _____
4	Renewal of the maintenance and support services for the initial procurement in Table 1A, for firm Year 4 of the contract.	10	Per license per year	\$ _____	\$ _____
5	Renewal of the maintenance and support services for the initial procurement in Table 1A, for firm Year 5 of the contract.	10	Per license per year	\$ _____	\$ _____



Total for Table 1B: \$ \_\_\_\_\_

**OPTIONAL REQUIREMENTS:**

**Table 1C – Option to Procure Additional Quantities of the Log Analytics Perpetual Software Licenses**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
6	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 1</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$ _____	\$ _____
7	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 2</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$ _____	\$ _____
8	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 3</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$ _____	\$ _____
9	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 4</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$ _____	\$ _____
10	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 5</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$ _____	\$ _____
Total for Table 1C:					\$ _____

In order to provide for a common termination date, where additional licenses are acquired (including first year maintenance and support services on the additional licenses), part way through any contract year, Canada will pay a pro-rated amount based on the prices set out in Table 1C, divided by twelve (12) and multiplied by the number of months remaining to the common maintenance and support end date.



**Table 1D - Option to Procure Maintenance and Support Services on the Additional Quantities of Log Analytics Perpetual Software Purchased**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
11	For firm year 2 of the contract, renewal of the maintenance and support services on the additional five (5) Log Analytics software licenses purchased during firm year 1 of the contract (Item #6 above).	5	Per License per Year	\$ _____	\$ _____
12	For firm year 3 of the contract, renewal of the maintenance and support services on the additional ten (10) Log Analytics software licenses purchased to-date (Items #6 and #7 above).	10	Per License per Year	\$ _____	\$ _____
13	For firm year 4 of the contract, renewal of the maintenance and support services on the additional fifteen (15) Log Analytics software licenses purchased to-date (Items #6, #7 and #8 above).	15	Per License per Year	\$ _____	\$ _____
14	For firm year 5 of the contract, renewal of the maintenance and support services on the additional twenty (20) Log Analytics software licenses purchased to-date. (Items #6, #7, #8 and #9 above).	20	Per License per Year	\$ _____	\$ _____
Total for Table 1D:					\$ _____



**SCENARIO #2) Perpetual Licenses proposed based on the number of devices (number of servers monitored by the Log Analytics Software):**

**FIRM REQUIREMENTS:**

**Table 2A – Initial Procurement of the Log Analytics Perpetual Software Licenses**

A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
1	Procurement of the Log Analytics software device licenses described in Annex A: SOR, with one (1) year warranty and one (1) year maintenance and support services included. <b>Firm quantity is for six (6) Large Servers as defined in Article 6.8 – Software License Type of the RFP.</b>	6	Per device	\$ _____	\$ _____
2	Procurement of the Log Analytics software device licenses described in Annex A: SOR, with one (1) year warranty and one (1) year maintenance and support services included. <b>Firm quantity is for two hundred (200) Small Servers as defined in Article 6.8 – Software License Type of the RFP.</b>	200	Per device	\$ _____	\$ _____
Total for Table 2A:					\$ _____



**Table 2B – Renewal of the Maintenance and Support Services for the Initial Procurement**

A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
3	Renewal of the maintenance and support services for the initial procurement of six (6) Large Servers in Table 2A, <u>for firm Year 2</u> of the contract.	6	Per license per year	\$ _____	\$ _____
4	Renewal of the maintenance and support services for the initial procurement of two hundred (200) Small Servers in Table 2A, <u>for firm Year 2</u> of the contract.	200	Per license per year	\$ _____	\$ _____
5	Renewal of the maintenance and support services for the initial procurement of six (6) Large Servers in Table 2A, <u>for firm Year 3</u> of the contract.	6	Per license per year	\$ _____	\$ _____
6	Renewal of the maintenance and support services for the initial procurement of two hundred (200) Small Servers in Table 2A, <u>for firm Year 3</u> of the contract.	200	Per license per year	\$ _____	\$ _____
7	Renewal of the maintenance and support services for the initial procurement of six (6) Large Servers in Table 2A, <u>for firm Year 4</u> of the contract.	6	Per license per year	\$ _____	\$ _____
8	Renewal of the maintenance and support services for the initial procurement of two hundred (200) Small Servers in Table 2A, <u>for firm Year 4</u> of the contract.	200	Per license per year	\$ _____	\$ _____
9	Renewal of the maintenance and support services for the initial procurement of six (6) Large Servers in Table 2A, <u>for firm Year 5</u> of the contract.	6	Per license per year	\$ _____	\$ _____
10	Renewal of the maintenance and support services for the initial procurement of two hundred (200) Small Servers in Table 2A, <u>for firm Year 5</u> of the contract.	200	Per license per year	\$ _____	\$ _____
Total for Table 2B:					\$ _____





**OPTIONAL REQUIREMENTS:**

Table 2C – Option to Procure Additional Quantities of the Log Analytics Perpetual Software Licenses					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
11	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 1</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included. <b>Additional quantity is for twenty-five (25) Small Servers.</b>	25	Per Device	\$_____	\$_____
12	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 2</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included. <b>Additional quantity is for twenty-five (25) Small Servers.</b>	25	Per Device	\$_____	\$_____
13	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 3</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included. <b>Additional quantity is for twenty-five (25) Small Servers.</b>	25	Per Device	\$_____	\$_____
14	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 4</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included. <b>Additional quantity is for twenty-five (25) Small Servers.</b>	25	Per Device	\$_____	\$_____
15	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 5</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included. <b>Additional quantity is for twenty-five (25) Small Servers.</b>	25	Per Device	\$_____	\$_____



Total for Table 2C:	\$ _____
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In order to provide for a common termination date, where additional licenses are acquired (including first year maintenance and support services on the additional licenses), part way through any contract year, Canada will pay a pro-rated amount based on the prices set out in Table 2C, divided by twelve (12) and multiplied by the number of months remaining to the common maintenance and support end date.

**Table 2D - Option to Procure Maintenance and Support Services on the Additional Quantities of Log Analytics Perpetual Software Purchased**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
16	For firm year 2 of the contract, renewal of the maintenance and support services on the additional twenty-five (25) Log Analytics software licenses purchased during firm year 1 of the contract (Item #11 above).	25	Per License per Year	\$ _____	\$ _____
17	For firm year 3 of the contract, renewal of the maintenance and support services on the additional fifty (50) Log Analytics software licenses purchased to-date (Items #11 and #12 above).	50	Per License per Year	\$ _____	\$ _____
18	For firm year 4 of the contract, renewal of the maintenance and support services on the additional seventy-five (75) Log Analytics software licenses purchased to-date (Items #11, #12 and #13 above).	75	Per License per Year	\$ _____	\$ _____
19	For firm year 5 of the contract, renewal of the maintenance and support services on the additional one hundred (100) Log Analytics software licenses purchased to-date. (Items #11, #12, #13 and #14 above).	100	Per License per Year	\$ _____	\$ _____
Total for Table 2D:					\$ _____



**SCENARIO #3) Annual License proposed based on the number of concurrent users:**

**FIRM REQUIREMENTS:**

Table 3A – Initial Procurement of the Log Analytics Annual Software Licenses					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
1	Procurement of the Log Analytics annual concurrent user software licenses described in Annex A: SOR, with one (1) year warranty and one (1) year maintenance and support services included.	10	Per user	\$ _____	\$ _____
Total for Table 3A:					\$ _____

Table 3B – Renewal of the Firm Annual Log Analytics Software Licenses					
A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
2	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 3A, for firm Year 2 of the contract.	10	Per license per year	\$ _____	\$ _____
3	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 3A, for firm Year 3 of the contract.	10	Per license per year	\$ _____	\$ _____
4	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 3A, for firm Year 4 of the contract.	10	Per license per year	\$ _____	\$ _____
5	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 3A, for firm Year 5 of the contract.	10	Per license per year	\$ _____	\$ _____
Total for Table 3B:					\$ _____



**OPTIONAL REQUIREMENTS:**

Table 3C – Option to Procure Additional Quantities of the Annual Log Analytics Software Licenses					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
6	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 1</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$_____	\$_____
7	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 2</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$_____	\$_____
8	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 3</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$_____	\$_____
9	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 4</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$_____	\$_____
10	Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 5</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5	Per User	\$_____	\$_____
Total for Table 3C:					\$_____

In order to provide for a common termination date, where additional licenses are acquired part way through the contract period, Canada will pay a pro-rated amount based on the prices set out in Table 3C, divided by twelve (12) and multiplied by the number of months remaining to the common annual license end date.



**Table 3D - Option to renew the additional quantities of the annual Log Analytics Software Purchased**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
11	<u>For firm year 2</u> of the contract, renewal of the additional five (5) annual Log Analytics software licenses purchased during firm year 1 of the contract (Item #6 above).	5	Per License per Year	\$ _____	\$ _____
12	<u>For firm year 3</u> of the contract, renewal of the additional ten (10) annual Log Analytics software licenses purchased to-date (Items #6 and #7 above).	10	Per License per Year	\$ _____	\$ _____
13	<u>For firm year 4</u> of the contract, renewal of the additional fifteen (15) annual Log Analytics software licenses purchased to-date (Items #6, #7 and #8 above).	15	Per License per Year	\$ _____	\$ _____
14	<u>For firm year 5</u> of the contract, renewal of the additional twenty (20) annual Log Analytics software licenses purchased to-date. (Items #6, #7, #8 and #9 above).	20	Per License per Year	\$ _____	\$ _____
Total for Table 3D:					\$ _____



**SCENARIO #4) Annual License proposed based on the amount of Gigabytes (GB) of log data ingested daily.**

**FIRM REQUIREMENTS:**

Table 4A – Initial Procurement of the Log Analytics Software License					
A	B	C	D	E	F
Item No.	Description	Quantity (For evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
1	Procurement of the annual Log Analytics software described in Annex A: SOR, for an Entity license (as defined in Article 6.8 of the RFP) with one (1) year warranty and one (1) year maintenance and support services included.	15GB	Per GB Per Day	\$ _____	\$ _____
Subtotal for Table 4A:					\$ _____
For evaluation purposes, the calculation is based on an annual amount of GB usage calculated as follows (Subtotal for Table 4A multiplied by 365 days)					X 365
Total for Table 4A:					\$ _____

Table 4B – Renewal of the Firm Annual Log Analytics Software Licenses					
A	B	C	D	E	F
Item No.	Description	Quantity (For evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
2	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 4A, for firm Year 2 of the contract.	15GB	Per GB Per Day	\$ _____	\$ _____
3	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 4A, for firm Year 3 of the contract.	15GB	Per GB Per Day	\$ _____	\$ _____
4	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 4A, for firm Year 4 of the contract.	15GB	Per GB Per Day	\$ _____	\$ _____



5	Renewal of the annual Log Analytics Software Licenses for the initial procurement in Table 4A, for firm Year 5 of the contract.	15GB	Per GB Per Day	\$ _____	\$ _____
Subtotal for Table 4B:					\$ _____
For evaluation purposes, the calculation is based on an annual amount of GB usage calculated as follows (Subtotal for Table 4B multiplied by 365 days)					X 365
Total for Table 4B:					\$ _____

**OPTIONAL REQUIREMENTS:**

Table 4C – Option to procure additional amounts of GB of log data ingested daily by the annual Log Analytics Software					
A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
6	Option to procure an additional amount of GB of log data ingested daily by the Log Analytics software <u>during firm year 1</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5GB	Per GB Per Day	\$ _____	\$ _____
7	Option to procure an additional amount of GB of log data ingested daily by the Log Analytics software <u>during firm year 2</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5GB	Per GB Per Day	\$ _____	\$ _____
8	Option to procure an additional amount of GB of log data ingested daily by the Log Analytics software <u>during firm year 3</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5GB	Per GB Per Day	\$ _____	\$ _____
9	Option to procure an additional amount of GB of log data ingested daily by the Log Analytics software <u>during firm year 4</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5GB	Per GB Per Day	\$ _____	\$ _____



10	Option to procure an additional amount of GB of log data ingested daily by the Log Analytics software <u>during firm year 5</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.	5GB	Per GB Per Day	\$ _____	\$ _____
Subtotal for Table 4C:					\$ _____
<b>For evaluation purposes</b> , the calculation is based on an annual amount of GB usage calculated as follows (Subtotal for Table 4C multiplied by 365 days)					X 365
Total for Table 4C:					\$ _____

In order to provide for a common termination date, where additional licenses are acquired part way through the contract period, Canada will pay a pro-rated amount based on the prices set out in Table 4C, divided by twelve (12) and multiplied by the number of months remaining to the common annual license end date.

**Table 4D - Option to renew the additional amounts of GB of Log Data ingested daily by the annual Log Analytics Software**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
11	<u>For firm year 2</u> of the contract, renewal of the additional amount of five (5) GB of log data ingested daily by the annual Log Analytics software purchased during firm year 1 of the contract (Item #6 above).	5GB	Per GB Per Day	\$ _____	\$ _____
12	<u>For firm year 3</u> of the contract, renewal of the additional amount of ten (10) GB of log data ingested daily by the annual Log Analytics software purchased to-date (Items #6 and #7 above).	10GB	Per GB Per Day	\$ _____	\$ _____
13	<u>For firm year 4</u> of the contract, renewal of the additional amount of fifteen (15) GB of log data ingested daily by the annual Log Analytics software purchased to-date (Items #6, #7 and #8 above).	15GB	Per GB Per Day	\$ _____	\$ _____





14	For firm year 5 of the contract, renewal of the additional amount of twenty (20) GB of log data ingested daily by the annual Log Analytics software purchased to-date (Items #6, #7, #8 and #9 above).	20GB	Per GB Per Day	\$ _____	\$ _____
Subtotal for Table 4D:					\$ _____
<b>For evaluation purposes,</b> the calculation is based on an annual amount of GB usage calculated as follows (Subtotal for Table 4D multiplied by 365 days)					X 365
Total for Table 4D:					\$ _____



**SCENARIO #5) Annual Licenses proposed based on the number of devices (number of servers monitored by the Log Analytics Software):**

**FIRM REQUIREMENTS:**

**Table 5A – Initial Procurement of the Annual Log Analytics Software Licenses**

A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
1	Procurement of the annual Log Analytics software device licenses described in Annex A: SOR, with one (1) year warranty and one (1) year maintenance and support services included. <b>Firm quantity is for six (6) Large Servers as defined in Article 6.8 – Software License Type of the RFP.</b>	6	Per device	\$ _____	\$ _____
2	Procurement of the annual Log Analytics software device licenses described in Annex A: SOR, with one (1) year warranty and one (1) year maintenance and support services included. <b>Firm quantity is for two hundred (200) Small Servers as defined in Article 6.8 – Software License Type of the RFP.</b>	200	Per device	\$ _____	\$ _____
Total for Table 5A:					\$ _____

**Table 5B – Renewal of the Firm Annual Log Analytics Software Licenses**

A	B	C	D	E	F
Item No.	Description	Quantity	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
3	Renewal of the annual Log Analytics Software Licenses for the initial procurement of six (6)	6	Per license per year	\$ _____	\$ _____



	Large Servers in Table 5A, <u>for firm Year 2</u> of the contract.				
4	Renewal of the annual Log Analytics Software Licenses for the initial procurement of two hundred (200) Small Servers in Table 5A, <u>for firm Year 2</u> of the contract.	200	Per license per year	\$ _____	\$ _____
5	Renewal of the annual Log Analytics Software Licenses for the initial procurement of six (6) Large Servers in Table 5A, <u>for firm Year 3</u> of the contract.	6	Per license per year	\$ _____	\$ _____
6	Renewal of the annual Log Analytics Software Licenses for the initial procurement of two hundred (200) Small Servers in Table 5A, <u>for firm Year 3</u> of the contract.	200	Per license per year	\$ _____	\$ _____
7	Renewal of the annual Log Analytics Software Licenses for the initial procurement of six (6) Large Servers in Table 5A, <u>for firm Year 4</u> of the contract.	6	Per license per year	\$ _____	\$ _____
8	Renewal of the annual Log Analytics Software Licenses for the initial procurement of two hundred (200) Small Servers in Table 5A, <u>for firm Year 4</u> of the contract.	200	Per license per year	\$ _____	\$ _____
9	Renewal of the annual Log Analytics Software Licenses for the initial procurement of six (6) Large Servers in Table 5A, <u>for firm Year 5</u> of the contract.	6	Per license per year	\$ _____	\$ _____
10	Renewal of the annual Log Analytics Software Licenses for the initial procurement of two hundred (200) Small Servers in Table 5A, <u>for firm Year 5</u> of the contract.	200	Per license per year	\$ _____	\$ _____
Total for Table 5B:					\$ _____

**OPTIONAL REQUIREMENTS:**

**Table 5C – Option to Procure Additional Quantities of the Annual Log Analytics Software Licenses**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
11	Option to procure additional quantities of the Log Analytics software licenses <u>during</u>	25	Per Device	\$ _____	\$ _____



	<p><u>firm year 1</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.  <b>Additional quantity is for twenty-five (25) Small Servers.</b></p>				
12	<p>Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 2</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.  <b>Additional quantity is for twenty-five (25) Small Servers.</b></p>	25	Per Device	\$ _____	\$ _____
13	<p>Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 3</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.  <b>Additional quantity is for twenty-five (25) Small Servers.</b></p>	25	Per Device	\$ _____	\$ _____
14	<p>Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 4</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.  <b>Additional quantity is for twenty-five (25) Small Servers.</b></p>	25	Per Device	\$ _____	\$ _____
15	<p>Option to procure additional quantities of the Log Analytics software licenses <u>during firm year 5</u> of the contract with one (1) year warranty and one (1) year maintenance and support services included.  <b>Additional quantity is for twenty-five (25) Small Servers.</b></p>	25	Per Device	\$ _____	\$ _____
Total for Table 5C:					\$ _____

In order to provide for a common termination date, where additional licenses are acquired part way through the contract period, Canada will pay a pro-rated amount based on the prices set out in Table 5C, divided by twelve (12) and multiplied by the number of months remaining to the common annual license end date.



**Table 5D - Option to renew the additional quantities of the annual Log Analytics Software Purchased**

A	B	C	D	E	F
Item No.	Description	Quantity (for evaluation purposes)	Unit of Measure	Firm Unit Price (applicable taxes excluded)	Total Cost C X E
16	For firm year 2 of the contract, renewal of the additional twenty-five (25) annual Log Analytics software licenses purchased during firm year 1 of the contract (Item #11 above).	25	Per License per Year	\$ _____	\$ _____
17	For firm year 3 of the contract, renewal of the additional fifty (50) annual Log Analytics software licenses purchased to-date (Items #11 and #12 above).	50	Per License per Year	\$ _____	\$ _____
18	For firm year 4 of the contract, renewal of the additional seventy-five (75) annual Log Analytics software licenses purchased to-date (Items #11, #12 and #13 above).	75	Per License per Year	\$ _____	\$ _____
19	For firm year 5 of the contract, renewal of the additional one hundred (100) annual Log Analytics software licenses purchased to-date. (Items #11, #12, #13 and #14 above).	100	Per License per Year	\$ _____	\$ _____
Total for Table 5D:					\$ _____



## SECTION #2: Financial Evaluation Tables for the Optional Professional Services and Training

Table 6.0 - Option to procure professional services in accordance with Annex A: SOR				
A	B	C	E	F
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Firm Per Diem Rate (applicable taxes excluded)	Total Cost C X E
1	Remote Professional Services to assist CRA in the planning, designing, configuring and integration of the software during firm year 1 of the contract.	10	\$ _____	\$ _____
2	Remote Professional Services to assist CRA in the planning, designing, configuring and integration of the software during firm year 2 of the contract.	10	\$ _____	\$ _____
3	Remote Professional Services to assist CRA in the planning, designing, configuring and integration of the software during firm year 3 of the contract.	10	\$ _____	\$ _____
4	Remote Professional Services to assist CRA in the planning, designing, configuring and integration of the software during firm year 4 of the contract.	10	\$ _____	\$ _____
5	Remote Professional Services to assist CRA in the planning, designing, configuring and integration of the software during firm year 5 of the contract.	10	\$ _____	\$ _____
Total for Table 6.0:				\$ _____



**Table 7.0 - Option to procure training services in accordance with Annex A: SOR**  
 Bidders can offer instructor led web-based training and self-instructed (self-study) web-based training (without the need for an instructor) for CRA users.

A	B	C	E	F
Item No.	Description	Estimated Number of Days (for evaluation purposes)	Firm Per Diem Rate (applicable taxes excluded)	Total Cost C X E
1	<b>Instructor led</b> web-based training sessions including training material during firm year 1 of the contract.	5	\$ _____	\$ _____
2	<b>Instructor led</b> web-based training sessions including training material during firm year 2 of the contract.	5	\$ _____	\$ _____
3	<b>Instructor led</b> web-based training sessions including training material during firm year 3 of the contract.	5	\$ _____	\$ _____
4	<b>Instructor led</b> web-based training sessions including training material during firm year 4 of the contract.	5	\$ _____	\$ _____
5	<b>Instructor led</b> web-based training sessions including training material during firm year 5 of the contract.	5	\$ _____	\$ _____
6	<b>Self-instructed</b> (self-study) web-based training sessions including training material during firm year 1 of the contract.	5	\$ _____	\$ _____
7	<b>Self-instructed</b> (self-study) web-based training sessions including training material during firm year 2 of the contract.	5	\$ _____	\$ _____
8	<b>Self-instructed</b> (self-study) web-based training sessions including training material during firm year 3 of the contract.	5	\$ _____	\$ _____
9	<b>Self-instructed</b> (self-study) web-based training sessions including training material during firm year 4 of the contract.	5	\$ _____	\$ _____
10	<b>Self-instructed</b> (self-study) web-based training sessions including training material during firm year 5 of the contract.	5	\$ _____	\$ _____
<b>Total for Table 7.0:</b>				\$ _____



## SECTION #3: Total Evaluated Cost Calculation

### Instructions to Bidders:

In order to determine the Total Evaluated Cost, Bidders are required to complete the calculation identified below for the applicable license metric scenario chosen as follows:

**Scenario #1)** If a PERPETUAL license is proposed based on the number of concurrent users, the total evaluated cost is calculated as the sum of Tables 1A, 1B, 1C, 1D, 6.0 and 7.0.

**TOTAL EVALUATED COST \$** \_\_\_\_\_

**Scenario #2)** If a PERPETUAL license is proposed based on the number of devices (number of servers monitored by the Log Analytics Software), the total evaluated cost is calculated as the sum of Tables 2A, 2B, 2C, 2D, 6.0 and 7.0.

**TOTAL EVALUATED COST \$** \_\_\_\_\_

**Scenario #3)** If an ANNUAL license is proposed based on the number of concurrent users, the total evaluated cost is calculated as the sum of Tables 3A, 3B, 3C, 3D, 6.0 and 7.0.

**TOTAL EVALUATED COST \$** \_\_\_\_\_





**Scenario #4)** If an ANNUAL license is proposed based on the amount of Gigabytes (GB) of log data ingested daily by the Log Analytics software, the total evaluated cost is calculated as the **sum of Tables 4A, 4B, 4C, 4D, 6.0 and 7.0.**

**TOTAL EVALUATED COST \$** \_\_\_\_\_

**Scenario #5)** If an ANNUAL license is proposed based on the number of devices (number of servers monitored by the Log Analytics Software), the total evaluated cost is calculated as the **sum of Tables 5A, 5B, 5C, 5D, 6.0 and 7.0.**

**TOTAL EVALUATED COST \$** \_\_\_\_\_



## **Part 6 Model Contract**

The following clauses and conditions apply to and form part of any contract resulting from the solicitation.

### **6.1 Revision of Departmental Name**

Reference to the Minister of Public Works and Government Services or to Public Works and Government Services Canada contained in any term, condition or clause of the contract shall be interpreted as a reference to the Commissioner of Revenue or the Canada Revenue Agency, as the case may be, with the exception of the following clauses:

- a) Standard Clauses and Conditions; and
- b) Security Requirements.

### **6.2 Agency Restructuring**

In cases where the Contracting Authority's department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Commissioner may, by giving notice to the Contractor, designate another Contracting Authority for all or part of the Contract.

### **6.3 Requirement**

The Contractor must provide the goods, services or both, in accordance with the Statement of Requirement (SOR) at Annex A, attached hereto and forming part of the Contract.

#### **6.3.1 Period of the Contract**

The period of the Contract is from date of award for 5 years inclusive.

#### **6.3.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

#### **6.3.3 Option to Purchase Professional Services and Training**

The Contractor grants to Canada the irrevocable option to purchase professional services and training as described at Annex A: Statement of Requirements, under the same terms and conditions and at the prices stated in Annex B: List of Deliverables and Pricing.



**6.3.4 Option to Purchase Additional Quantities of the Goods and Services**

The Contractor grants to Canada the irrevocable option to acquire additional quantities of licenses and maintenance and support as described at Annex A: Statement of Requirements, under the same terms and conditions and at the prices stated in Annex B: List of Deliverables and Pricing.

6.3.5 Any of the above referenced options may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise an option at any time before the expiry of the Contract by sending a written notice to the Contractor.

**6.4 Replacement of Product**

Should the Contractor develop a product to replace any or all of the products listed in Annex B: List of Deliverables and Pricing, CRA will be entitled to the newly developed product upon request under the same terms and conditions contained in this contract, at no charge. Complete support and documentation for any newly developed software to replace any or all of the above software, will be provided by the Contractor at no additional charge.

**6.5 Standard Clauses and Conditions**

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).

The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

**The following Clauses are incorporated by reference:**

SACC Reference	Clause Title	Date
A2000C	Foreign Nationals (Canadian Contractor) <b>OR</b>	2006-06-16
A2001C	Foreign Nationals (Foreign Contractor) <i>(to be determined at contract award)</i>	2006-06-16
A3015C	Certifications – Contract	2014-06-26
A9117C	T1204 – Direct Request by Customer Department	2007-11-30
C2000C	Taxes – Foreign-based Contractor <i>(To be deleted at contract award if not applicable.)</i>	2007-11-30
C6000C	Limitation of Price	2011-05-16
G1005C	Insurance	2008-05-12
H1001C	Multiple Payments	2008-05-12
H1008C	Monthly Payments	2008-05-12
H3028C	Advance Payment	2010-01-11



## 6.6 General Conditions

2030 (2016-04-04) General Conditions – Higher Complexity - Goods, apply to and form part of the Contract.

Section 01 titled “Interpretation” the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).

Section 02 titled “Standard Clauses and Conditions” is hereby amended to delete the phrase “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,” The remainder of Section 02 remains unchanged.

Section 23 titled “Confidentiality”,

Subsection 5 is hereby amended to delete Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).

Subsection 6 is hereby amended to delete “PWGSC Industrial Security Manual and its supplements”, and insert “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 23 remains unchanged.

Section 43 titled “Integrity Provisions- Contract” is hereby deleted in its entirety and replaced with:

The Supplier Integrity Directive (SID) incorporated by reference into the bid solicitation is incorporated into, and forms a binding part of the Contract. The Contractor must comply with the provisions of the SID, which can be found on the Canada Revenue Agency’s website at <https://www.canada.ca/en/revenue-agency/corporate/about-canada-revenue-agency-cra/procurement-cra/supplier-integrity-directive.html>.

Section 45 titled “Code of Conduct for Procurement—Contract” is hereby deleted in its entirety.

## 6.7 Supplemental Terms and Conditions

4003 (2010-08-16), Supplemental General Conditions - Licensed Software, modified as follows, shall apply to and form part of the Contract.

At section 1 titled “Interpretation” insert the following definition:

The “Licensee” under the Contract is Her Majesty the Queen in right of Canada, acting through and represented by the Commissioner, Canada Revenue Agency.

At section 2 titled “License Grant” delete subsection 2 and replace with the following:

If the Client is reconfigured, absorbed, in whole or in part, by another government department or agency, or is disbanded entirely, Canada may, by giving notice to the Contractor, designate another department or agency as the Client for all or part of the Licensed Software.

At section 08 titled “Licensed Software Transfer”, delete this article in its entirety and replace with the following:

The license to use the Licensed Software under the Contract is transferable by Canada, in whole or in part, under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government



department, corporation or agency, as defined in the *Financial Administration Act, R.S. C.1985, c.F-11*, as amended from time to time, or to any other party for which the Department of Public Works and Government Services Canada has been authorized to act under section 16 of the *Department of Public Works and Government Services Act, S.C. 1996, c.16*, as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring. For the purposes of this section, in the circumstances where an Entity License is transferred, such license will be capped at the number of users in the transferring department, corporation, agency or other party before the transfer.

At Section 11 titled “Term of License” delete subsection 2 and replace with the following:

The Contractor may terminate Canada’s license with respect to the licensed software by giving the Contracting Authority written notice to that effect only if Canada is in breach of its license in accordance with the license rights granted in the Contract, or Canada fails to pay for the license in accordance with the Contract, and only if that breach continues for a period of ninety (90) days after the Contracting Authority received written notice from the Contractor giving particulars of the breach and the Contracting Authority has validated the particulars of the breach. If Canada’s license is terminated, once Canada has corrected the breach, the Contractor shall re-instate Canada’s license with respect to the licensed software under the exact same terms and conditions as granted in the contract for the license, at no additional cost.

At section 15 titled “Warranty”, insert the following:

Notwithstanding section 15.0 – Warranty, the Contractor’s warranty for the Solution shall include the provision of all software maintenance and support services detailed in supplemental general conditions 4004 – Support Services for Licensed Software except that “Warranty Period” as defined therein is hereby amended by deleting the reference to a period of ninety (90) days and replacing ninety (90) days with one (1) year. The warranty period of twelve (12) months shall commence on the final acceptance date of the delivered Equipment.

Section 18 titled “Risk of Loss” insert the following after subsection 2:

3. The Contractor warrants:

Unless authorized in writing by the Project Authority, or necessary to perform valid duties under the Contract any programs developed by the Contractor under the Contract or provided to Canada by the Contractor for use by the Client shall:

- i. not replicate, transmit, or activate itself without control of the person operating the computing equipment on /which it resides;
- ii. not alter, damage, or erase any data or computer programs without control of a person operating the computing equipment on which it resides; and



- iii. contain no key, node lock, time out or other function, whether implemented by electronic, mechanical or other means, which restricts or may restrict use or access to any programs or data developed under the Contract, based on residency on a specific hardware configuration, frequency or duration of use, or other limiting criteria.

Provided and to the extent any program has any of the foregoing attributes, and notwithstanding anything elsewhere in the Contract to the contrary, the Contractor shall be in default of the Contract, and no cure period shall apply. In addition to any other remedies available to it under the Contract, the Crown reserves the right to pursue any civil and/or criminal penalties available to it against the Contractor. The Contractor agrees, in order to protect the Crown from damages, which may be intentionally or unintentionally caused by the introduction of Illicit Code to the Client's computer network, no software will be installed, executed, or copied on Client equipment without the express approval of the Project Authority.

4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software, shall apply to and form part of the Contract.

## 6.8 Software License Types (to be determined at time of contract award)

### 6.8.1 Perpetual OR Annual Software License

The CRA requires Log Analytics software licenses based on either the number of concurrent users, the amount of Gigabytes (GB) of log data ingested daily or the number of devices.

The Contractor hereby grants a **perpetual OR annual**, non-exclusive, freely transferable **Concurrent User License OR Entity License OR Device License** to Her Majesty the Queen in right of Canada for the software listed in Annex B: List of Deliverables and Pricing, for the number of **concurrent users OR amount of GB of log data ingested daily OR number of devices** identified in Annex B of the contract. The terms "User", "Concurrent User License", "Entity License", "Device", and "Device License" shall have the following meanings:

**User:** means an individual authorized by CRA to use the Licensed Software under the Contract and includes any employee, agent or contractor authorized to use the Licensed Software.

**Concurrent User License:** A Concurrent User License is a software license that is based on the number of simultaneous users, including unattended sessions, accessing the program. For example, in a five-user concurrent use license, after five users are logged on to the software program, the sixth user is prohibited.

**Entity License:** Entitles the Client to use the Licensed Software for government purposes throughout the entity in association with any number of Devices or by any number of Users. The Entity License allows the Client to use the Licensed Software in whole or in part, unrestricted by the number or type of Users, data, documents and/or transactions a Client or a User may be using or processing at any time, or the location of the Device.

**Device:** A server defined as either a Large Server or a Small Server and further defined as follows:

A Large Server is defined as:



- An IBM Z/OS Mainframe Logical Partition (LPAR) ; and
- An IBM Z/OS Mainframe DB2 Sub System.

A Small Server is defined as:

- A Virtual Machine running RHEL 7.x VM;
- A Virtual Machine running Windows Server 2016;
- A CICS region;
- An IBM Z/OS Mainframe MQ manager;
- A Siteminder policy server;
- A DB2 LUW instance;
- A Linux MQ instance;
- A Change Data Capture Server; and
- A UiPath Server.

Device License: entitles Users to access, install, copy, deploy, test and use the Licensed Software for government purposes on the designated number of Devices specified in the Contract without requiring Canada to purchase any additional licenses to software or components; all without any restriction on the use of associated peripheral equipment. The Device License allows the Client to use the Licensed Software unrestricted by the number or type of Users, data, documents and/or transactions a Client or a User may be using or processing at any time, or the location of a Device.

The annual software includes all of the products offered by the Contractor in its bid in accordance with Annex A: SOR.

The period of the annual licenses shall commence upon delivery and acceptance of the Software by Canada and end 12 months later.

## **6.9 License Terms and Conditions – Shrink-Wrap or Click-Wrap**

The parties agree that only the conditions expressly set out in the Contract or incorporated by referenced in the Contract form part of the Contract. Any conditions accompanying or enclosed with the Licensed Software, if any, do not form part of the Contract and, therefore, are not part of Canada's license and do not affect the rights of the Parties in any way. The Contractor agrees that in no event will Canada or any Client or User be required to enter into any additional license agreement with respect to the Licensed Software or any portion of it. The Contractor acknowledges that any additional license agreement relating for the Licensed Software signed by anyone other than the Contracting Authority is void and of no effect

Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, expressed or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary.

## **6.10 Maintenance**

The Contractor shall inform the CRA Project Authority within 2 working days of the availability of all enhancements, product upgrades and maintenance releases to the Software during the period of service. All



generally available enhancements must either be made available for download or shipped to the CRA within one (1) working day of a request by the CRA.

**6.11 Documentation and Technical Manuals**

The Contractor upon award of the contract shall supply a total of one (1) copy of all technical, installation and operations manuals for the software. These manuals must define all functions and includes complete instructions for the operation of the product and are downloadable from the Internet in either Microsoft Word, Portable Document Format (PDF), or Hypertext Markup Language (HTML) formats. Documentation must be accessible through the Contractor’s web-site or OEM web-site, and URL must be provided.

The Contractor will provide the CRA with the right to reproduce for its own use and incorporate into any documents produced for its own use any commercially available documentation delivered under the Contract. The Contractor shall further secure and agree to extend the same rights for all future revisions of the said documentation and material supplied to the CRA. Any document or material that is translated by the CRA shall include any copyright and any proprietary right notice that was part of the original document.

The Contractor shall deliver a complete set of documentation in French, if available. If documentation is not available in French the CRA shall have the right to translate the documentation and material delivered herein into the second of the two Official languages of Canada. This right shall include the right to make, or to have made, copies for the CRA’s internal purposes only. The Contractor acknowledges that the CRA owns the translated version of any such translated document and material and that it is under no obligation to provide any translated document or material to the Contractor. Any document or material that is translated by the CRA shall include any copyright and any proprietary right notice that was part of the original document. The CRA acknowledges that the Contractor is not responsible for technical errors that arise as a result of any translation performed by the CRA.

**6.12 Authorities**

**6.12.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Shawn Woods

Telephone Number: (613) 291-9615

E-mail address: Shawn.Woods@cra-arc.gc.ca

The Contracting Authority is responsible for the management of the Contract, and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

**6.12.2 Project Authority**

To be completed at the time of Contract award.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_





E-mail Address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 6.12.3 Contractor's Representative

To be completed at the time of Contract award.

Name:

Address:

Telephone Number:

Fax Number:

E-mail Address:

### 6.13 Sustainable Development

In pursuit of the CRA's commitment to sustainable development and green procurement as well as the Canadian Federal Government's Green Procurement Policy, the Contractor agrees to commit to comprehensive, nationally recognized environmental standards for:

- The reduction or elimination of environmentally hazardous materials (if applicable);
- Design for reuse and recycle;
- Energy efficiency;
- End of Life Management for reuse and recycle;
- Environmental stewardship in the manufacturing process (if applicable); and
- Packaging.

### 6.14 Delivery

#### 6.14.1 Delivery of the software licenses:

All software deliverables must be made available for download by the Contractor within 2 calendar days of Contract Award or the exercise of the option to purchase additional quantities of the software.

### 6.15 Definition Of A Day/Proration

A day is defined as 7.5 hours exclusive of meal breaks, commencing and finishing between 7:30 a.m. and 5:30 p.m. Payment shall be for days actually worked with no provision for annual leave, statutory holidays or sick



leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked in accordance with the following formula:

$$\frac{\text{Hours worked X firm per diem rate}}{7.5 \text{ Hours}}$$

Audit: The amount claimed under the terms and conditions of this Contract, as computed in accordance with the Basis of Payment, is subject to government audit. Any payments made pending completion of the audit shall be regarded as interim payments only and shall be adjusted to the extent necessary to reflect the results of the audit. If there has been an overpayment, it shall be refunded promptly to Canada. Supporting information for each element of cost shall be available and shall be in sufficient detail that an in-depth audit can be performed.

#### **6.16 Inspection and Acceptance**

All deliverables under the Contract shall be subject to inspection and acceptance by the Project Authority.

#### **6.17 Basis of Payment**

##### **6.17.1 Basis of Payment - Software**

For fulfilling the software obligations, the Contractor shall be paid firm unit prices. Customs duties are included and Applicable Taxes are extra.

Should the Contractor provide annual licences based on the number of concurrent users **OR** number of devices instead of perpetual licences, the Contractor will be paid annually and in advance.

Should the Contractor provide annual licenses based on the amount of Gigabytes of log data ingested by the software, the Contractor will be paid monthly in arrears for the amount of Gigabytes used during the month covered by the invoice.

##### **6.17.2 Basis of payment – Maintenance and support**

For fulfilling the maintenance and support obligations of the requirement, the Contractor shall be paid firm unit prices annually and in advance. Customs duties are included and Applicable Taxes are extra.

##### **6.17.3 Basis of Payment - Training and Professional Services**

For fulfilling the training and professional services obligations, the Contractor shall be paid firm per diem rates. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.



## 6.18 Payment Process

At Canada's discretion the Contractor will be paid using direct deposit or cheque. All communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend the Contract if the payment method is changed.

At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to the other payment method stated below.

It is the sole responsibility of the Contractor to ensure that their organization is entitled to receive payment from the Government of Canada.

### 6.18.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/rc231.html>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 18 – Payment Period and Article 19 - Interest on Overdue Accounts, set out in 2030 General Conditions (2016-04-04) forming part of the Contract will not apply, until the Contractor corrects the matter.

### 6.18.2 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein.

## 6.19 Pricing Stability for the Optional Years (Years #6-10 of the Contract)

Subsequent annual pricing for all goods and services identified in Annex B: List of Deliverables and Pricing, during the optional periods of the Contract (years #6-10), shall not exceed the lesser of:

- a. The Contractor's current published maintenance rate in effect at time of renewal; or
- b. The previously contracted rates for each item, adjusted by the % change in the Core Consumer Price Index (CPI) for Canada, not seasonally adjusted and calculated from the corresponding month of the previous year, as published by Statistics Canada on the date the maintenance renewal is issued; or
- c. Any other negotiated rate.



## 6.20 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all Work identified in the invoice is completed.

Where applicable, each invoice must be supported by a copy of time sheets to support the time claimed.

2. Invoices must be distributed as follows:
  - a) One (1) copy must be forwarded to the Project Authority of the Contract, identified under the section entitled "Authorities", for certification and payment.
  - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 6.21 Refund to the Crown

### Advance Payment

Notwithstanding Article 32 of 2030 (2016-04-04), "Termination for Convenience", General Conditions – Higher Complexity - Goods, in the event of termination of services for which an advance payment has been made, charges up to the date of termination will be calculated by prorating on the basis of a twelve (12) month year and a thirty (30) day month, and the Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1¼ percent per annum.

### Payment in Arrears (to be deleted at Contract Award if not applicable)

Article 32 of 2030, "Termination for Convenience", General Conditions – Higher Complexity - Goods, does not apply to the support services for the Licensed Software. This section applies in lieu thereof:

Notwithstanding anything contained in the Contract, the Minister may, at any time during the Software Support Period, by giving thirty (30) days prior notice to the Contractor (hereinafter sometimes referred to as a "termination notice"), terminate the Contract as regards to all or any part of the software support services. Upon a termination notice being given, the Contractor shall cease work in accordance with and to the extent specified in the notice, but shall continue to perform such part or parts of the software support services as are not affected by the termination notice. The Minister may, at any time or from time to time, give one or more additional termination notices with respect to any or all parts of the software support services not terminated by any previous termination notice.

In the event of a termination notice being given pursuant to subsection 1, the Contractor shall be entitled to be paid, on the basis of the Contract Price, for all software support services terminated by the termination notice and performed to the date of termination, but only to the extent that costs have been reasonably and properly incurred for the purposes of performing the software support services and only to the extent that the Contractor has not already been so paid or reimbursed by Canada. If the date of termination falls on a day other than the last day of a calendar month (in the case of a monthly support charge) or on a day other than the last day of the support year (in the case of a yearly support charge), the charge for the month or year in which termination occurs will be a portion of the specified monthly or yearly charge determined by multiplying the number of days in the month or year to the date of termination by 1/30 or 1/365 of the specified monthly or yearly charge, as the case may be.



## 6.22 Certifications

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the contract. If the Contractor does not comply with any certification, fails to provide the associated information, or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

### 6.22.1 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC) - Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

## 6.23 Joint Venture **(NOTE to bidders: to be deleted at contract award if not applicable)**

If the Contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of the Contract.

In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract Amendments, may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).

The Contractor shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after Contract Award. Any change in the membership of a contractual joint venture after Contract Award without the prior written approval of the Contracting Authority shall be deemed to be default under the Contract.

The joint venture represents and warrants that it has appointed and granted full authority to \_\_\_\_\_ (*name to be inserted at Contract Award*), the "Lead Member", to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract, including but not limited to Contract Amendments and Task Authorizations.

In the event of a contractual joint venture, all payments due and owing to the joint venture shall be made by the Canada Revenue Agency to the Lead Member of the joint venture. Any such payment to the Lead Member of the joint venture shall be deemed to be payment to the joint venture and shall act as a release from all the members of the joint venture.



By giving notice to the Lead Member the Canada Revenue Agency will be deemed to have given notice to all the members of the joint venture.

#### 6.24 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

#### 6.25 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

1. The Articles of Agreement;
2. Supplemental General Conditions 4003 (2010-08-16), Licensed Software;
3. Supplemental General Conditions 4004 (2013-04-25), Maintenance and Support for Licensed Software;
4. General Conditions 2030 – Higher Complexity- Goods (2016-04-04) as amended in the Model Contract in Section 6 of the RFP;
5. Annex A: Statement of Requirements and any appendices;
6. Annex B: List of Deliverables and Pricing; and
7. The Contractor's bid dated (to be determined at Contract Award).

#### 6.26 Alternative Dispute Resolution

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to the contract or any breach thereof.

If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. All costs shall be shared equally between the disputing parties.

If a dispute cannot be settled with a 15 calendar day period after the mediator has been appointed, or if the parties are unable to select a mediator within 15 calendar days of the date of provision of notice by one party to the other of the intention to proceed to mediation, or such longer period as agreed to by the parties, the parties shall have the right to resort to any remedies permitted by law, including but not limited to arbitration or litigation.

All defences based on the passage of time shall be tolled pending the termination of the mediation.



### 6.26.1 Procurement Ombudsman

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the Department of Public Works and Government Services Act will, on request and consent of the parties, participate in these meetings to resolve any such dispute, and subject to their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).

### 6.26.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the Department of Public Works and Government Services Act will review a complaint filed by [to be determined at Contract Award] respecting administration of the contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of the contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).

## 6.27 Limitation Of Liability

1. This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this section, even if it has been made aware of the potential for those damages.
2. First Party Liability:
  - a. The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
    - i. Any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
    - ii. Physical injury, including death.
  - b. The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
  - c. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in



respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

- d. The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (a) above.
- e. The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
  - i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including Applicable Taxes) for the goods and services affected by the breach of warranty; and
  - ii. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of the total estimated contract cost (meaning the dollar amount shown on the first page of the Contract in the block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1 Million.

whichever is greater.

In any case, the total liability of the Contractor under paragraph (e) will not exceed the total estimated cost (as defined above) for the Contract or \$1 Million.

- f. If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

### 3. Third Party Claims:

- a. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- b. If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (a), with respect to special, indirect, and consequential





damages of third parties covered by this section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.

- c. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

#### 6.27.1 Intellectual Property Right Infringement

1. If a third party claims that equipment or software that the Contractor provides under the Contract infringes any intellectual property right, the Contractor, if requested to do so by Canada, will defend Canada against the claim at the Contractor's expense. In this regard, the Contractor will pay all costs, damages and legal fees that a court finally awards, provided that Canada:
  - a. promptly notifies the Contractor in writing of the claim; and
  - b. co-operates with the Contractor in, and allows the Contractor full participation in, the defense and related settlement negotiations; and
  - c. obtains the Contractor's prior approval to any agreement resulting from settlement negotiations held with the third party.
2. The Contractor shall participate in any claims, action or proceeding arising under subsection 1 and no such claim, action or proceeding shall be settled without the prior written approval of the Contractor and Canada.
3. If such a claim is made or appears likely to be made, Canada agrees to permit the Contractor to enable Canada at the Contractor's expense, to continue to use the equipment or software or to modify or replace it with equipment or software, which has published specifications equal or superior to the equipment or software being replaced. If the Contractor determines that none of these alternatives is reasonably available, Canada may elect, at the Contractor's expense, to independently secure the right to continue to use the equipment or software, or Canada may require the Contractor to accept the return of the equipment or software and to refund all monies paid to the Contractor under the Contract for the equipment and software, as well as all amounts paid for services and license and development fees.
4. The provisions of subsections 1 and 2 do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada. In this case, the Contractor shall ensure that its subcontract for the equipment or software states that "If a third party claims that equipment or software that the subcontractor supplies under the Contract infringes any intellectual property right, the subcontractor, if requested to do so by either the Contractor or Canada, will defend the Contractor and Canada against that claim at the subcontractor's expense and will pay all costs, damages and legal fees that a court finally awards." In the event that the Contractor is unable to incorporate this into its subcontract, then it shall advise Canada of the situation and not proceed with the subcontract



without receiving written notice from Canada that the level of intellectual property right infringement protection is acceptable.

5. Without prejudice to Canada's right to terminate the Contract for default prior to completion of the work, the above represents the Contractor's entire obligation to Canada regarding any claim of infringement.
6. The Contractor has no obligation regarding any claim based on any of the following:
  - a. Canada's unauthorized modification of the equipment or software, or Canada's unauthorized use of the equipment or software in other than its published specified operating environment;
  - b. the combination, operation or use of the equipment or software with any product, data or apparatus that the Contractor did not provide under the Contract, or which combination, operation or use the Contractor did not authorize or approve in advance, if infringement would not have occurred but for such combination, operation or use."

## 6.28 Annexes

The following Annexes apply to and form part of the Contract:

ANNEX A: STATEMENT OF REQUIREMENTS

APPENDIX 1 TO SOR: SSC / CRA COMPUTING INFRASTRUCTURE

APPENDIX 2 TO SOR: ACCESSIBILITY ROADMAP TEMPLATE

ANNEX B: LIST OF DELIVERABLES AND PRICING



## Annex A: Statement of Requirements

### Introduction

The CRA is currently deploying application performance monitoring (APM) tools to:

- Monitor Linux, mainframe and off-premises environments;
- Effectively and proactively monitor application health and the response time for completion of transactions;
- Monitor application performance from an end-user perspective;
- Collect and analyze log files across the CRA; and
- To augment monitoring tools already in place.

With the previous APM tools and processes, the CRA has had a limited ability to proactively identify performance issues before they escalated and caused service outages. With every service outage or degradation, there is the potential for Canadians to perceive the CRA’s digital services as being unstable or unreliable. This document focuses on the Log Analytics aspect of APM.

### Objective

The objective of the procurement of Log Analytics software is to augment APM by collecting, aggregating, correlating, and analyzing machine data to provide comprehensive real-time insights into application performance. Log Analytics will focus on the contents of log files from disparate systems across both our Linux network and mainframe. It will collect the data into a central location, analyze the data based on parameters set by the user, and provide insight by correlating and finding patterns in the data as defined by the user to pin-point software issues more quickly.

### Glossary of Terms

#### Glossary / Acronyms

<b>Administrator</b>	The <b>Administrator</b> is a person who is assigned to maintain and operate the application software.
<b>End User</b>	An individual who uses the user interface after the application has been fully implemented.
<b>Attribute</b>	A field within a log file e.g. field type, user ID, time, date, size.
<b>Federated Identity</b>	A federated identity in information technology is the means of linking a person's electronic identity and attributes, stored across multiple distinct identity management systems.
<b>HTTP</b>	The <b>Hypertext Transfer Protocol</b> is an application-level protocol for distributed, collaborative, hypermedia information systems. <a href="#">RFC 2616 - HTTP/1.1.</a>



<b>ISO/IEC 8859-1</b>	<b>ISO/IEC 8859-1</b> is an ASCII-based 8-bit single-byte coded graphic character set, (Part 1: Latin alphabet No. 1). <a href="#">ISO/IEC 8859-1:1998 (International Organization for Standardization)</a> .
<b>JEE</b>	<b>Java Enterprise Edition</b> . Java EE is developed using the <b>Java Community Process</b> , with contributions from industry, commercial and open source organizations. <a href="#">Java Platform, Enterprise Edition</a> .
<b>Log4j</b>	<b>Apache Log4j</b> is a popular logging package for Java. It allows app code to be traced and logged during development. <a href="#">Apache Logging Services</a> .
<b>Non-repudiation</b>	Assurance that the sender of information is provided with proof of delivery and the recipient is provided with proof of the sender's identity, so neither can later deny having processed the information.
<b>SAML</b>	Security Assertion Markup Language (SAML, pronounced SAM-el) is an open standard for exchanging authentication and authorization data between parties, in particular, between an identity provider and a service provider.
<b>Solaris</b>	<b>Solaris</b> is an enterprise operating system provided by Oracle. <a href="#">Solaris 11</a>   <a href="#">Solaris 10</a>
<b>SSC</b>	<b>Shared Services Canada</b> provides network, data centers, platform and application hosting, to Government of Canada departments and agencies. <a href="#">Shared Services Canada - Canada.ca</a>
<b>Structured and Unstructured Data</b>	Parsed or free-form data.
<b>TLS</b>	<b>Transport Layer Security</b> . The TLS protocol provides communications security over the Internet. <a href="#">RFC 5246 - The Transport Layer Security (TLS) Protocol Version 1.2</a>
<b>VNET</b>	Virtual Network (VNet) is a representation of your own network in the cloud.
<b>VPC</b>	A virtual private cloud (VPC) is an on-demand configurable pool of shared computing resources allocated within a public cloud environment, providing a certain level of isolation between the different organizations using the resources.
<b>WCAG</b>	The <b>Web Content Accessibility Guidelines</b> covers a wide range of recommendations for making Web content more accessible. <a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a>
<b>WebLogic</b>	<b>Oracle WebLogic Server</b> is an application server for building and deploying enterprise Java EE applications. <a href="#">Oracle WebLogic Server Technical Information</a>

## 1.0 General Requirements

This section details the general requirements applicable to the Log Analytics software.

Requirement Number	Requirement Description
1.	The software must include both English and French user interfaces without requiring any additional customization. The interface must allow each user to choose between English and French.



Requirement Number	Requirement Description
2.	The software provider must provide English technical telephone support, available through a national (Canada) toll-free number, on Monday to Friday during the hours of 0600 - 1800 hours Eastern time (except Canadian Federal Statutory Holidays).
3.	The software support must include a single point of contact for status escalation and reporting. The Contractor must provide the name, email address, and toll free phone number of the single point of contact to the CRA in writing upon request.
4.	The software must create a bug report or incident in BMC Remedy.
5.	The software must create a bug report or incident in BMC Helix.
6.	The software must create a bug report or incident in Atlassian Jira Data Center.

## 1.1 Technical Requirements

This section details the technical requirements of the Log Analytics software.

### 1.1.1 Platform / Networking Requirements:

Requirement Number	Requirement Description
7.	The software must run on-premises on a virtualized x64 architecture on Linux.
8.	The software must run on both Canadian Microsoft Azure and Canadian Amazon Web Services accessible through a service endpoint that is not accessible on the Internet such as VPC or VNET.
9.	The software must run on Red Hat Enterprise Linux (RHEL) v7 and subsequent versions on 64-bit microprocessor architectures.
10.	The software solution must limit system access to authorized users, processes acting on behalf of authorized users, and devices (including other systems) using replay-resistant authentication.
11.	The software must support LDAPv3 (Lightweight Directory Access Protocol version 3) for user account authentication. Software must support LDAP and LDAPS using Active Directory and CA eTrust Directory.
12.	The software must not require modifications to user account control settings to either install or run it.
13.	The software must support disabling automatic updates.



Requirement Number	Requirement Description
14.	The software must not interfere with the operation of any Anti-Virus, Anti-Malware, Data Loss Prevention, or Host Intrusion Detection systems operating on a host computer.
15.	The software must not require the use of Adobe Flash or Shockwave. If any Flash or Shockwave players and components are included or embedded with the product, they must be removed or disabled in such a way that they cannot be run by a user, program, or script.
16.	The software must be compatible with internet browsers Google Chrome v83 and all subsequent releases, or Microsoft Edge v42 and all subsequent releases.
17.	The software must include a repository to store log data, alerts and dashboards, or must support the use of one or more of the following DBMSs to create, maintain, and delete repositories: DB2 LUW; PostgreSQL; Oracle.
18.	The repository used by the software must store a minimum of 20 TB of data.
19.	The Contractor must inform the Project Authority when non critical software patches are available within 2 weeks of being released.
20.	The Contractor must inform the Project Authority when critical software patches are available within 48 hours of being released.
21.	The product must operate on networks running IPv4.
22.	The product must operate on networks running IPv6.

**1.1.2 Security Controls Requirements:**

Requirement Number	Requirement Description
23.	The software's user login interface used in remote credential authentication and authorization connections to the platform must be configurable to support TLS connections between server and client using TLS versions 1.2 or later. Refer to Internet Engineering Task Force RFCs 8446 and 8446[6].
24.	The software must support both TLS versions 1.2 or later for remote connections and must be configured to use only FIPS-based cipher suites recommended by the National Institute of Standards and Technology in NIST SP 800-52 Rev. 2 and by the Canadian Centre for Cyber Security in <a href="https://cyber.gc.ca/en/guidance/guidance-securely-configuring-network-protocols-itsp40062">https://cyber.gc.ca/en/guidance/guidance-securely-configuring-network-protocols-itsp40062</a> .
25.	The software platform must be configured to use X.509 version 3 TLS certificates for mutual authentication between server and the client.
26.	The software must initiate a session lock after a specific time period of inactivity to be defined by the Administrator. The software must retain the session lock until the user re-establishes access by re-authenticating. After the Administrator defined time period of inactivity, the software must destroy the new session keys, master secret key, and the new server random and client random values on both the server and the internal CRA computing client.
27.	The software must allow CRA to integrate existing credential access management systems through Federated Identity, leveraging SAML 2.0 (and subsequent versions).



Requirement Number	Requirement Description
28.	The software must log an audit trail of events and activities that is accessible to the Administrator and must include the following: <ul style="list-style-type: none"><li>• Date and time;</li><li>• Identification of the user, machine or process; and</li><li>• Description of event or activity.</li></ul>
29.	The software must not initiate any external connections.
30.	The software must not require a background internet connection for any purpose.
31.	The software must maintain a read-only state for log entries in its repository (except upon initial load of log entries into its repository).
32.	The software must use file integrity verification mechanisms to detect unauthorized changes in its repository.
33.	The on-premises version of the software must be fully functional from inside a corporate firewall with no access to the Internet or to third party providers.
34.	The cloud version of the software must be fully functional from inside a CRA cloud firewall with no access to the Internet or to third party providers.
35.	The software must have role-based access control to differentiate between Administrator and user access.
36.	The platform must support encryption of all data at rest when in storage using FIPS 140-2 compliant AES algorithm supporting the following AES key lengths: 128 bits; 192 bits; and 256 bits.
37.	The software must support either RESTful or SOAP APIs.
38.	If the software supports RESTful APIs, the software must use OpenID Connect, Open Authorisation 2.0 (OAuth2.0) for access protection. The software's RESTful API must apply token-based authentication using JSON Web Tokens.
39.	If the software supports SOAP, the software must use SAML 2.0 and WS-Security SAML Token Profile for access protection.



1.1.3 Accessibility and Adaptive Technology Compliance Requirements:

Requirement Number	Requirement Description
40.	<p>The Contractor must submit documentation demonstrating that the software is Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliant.</p> <p>Documents provided must:</p> <ol style="list-style-type: none"> <li>1. Show that accessibility development and testing for the software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies; and</li> <li>2. Include the test results and other documentation for the software supplied to the Contractor, if the Contractor used a third-party to assess compliance, and</li> <li>3. Provide documentation demonstrating how the software will be EN 301 549 V2.1.2 (2018-08) Harmonized European Standard compliant by June 30, 2021;</li> </ol> <p>To demonstrate compliance, the Contractor must provide an accessibility roadmap demonstrating how the software will be EN 301 549 V2.1.2 (2018-08) Harmonized European Standard compliant by June 30, 2021. An accessibility roadmap template is attached at Appendix 2 to the SOR.</p> <p><b>OR</b></p> <p>The Contractor must submit documentation demonstrating that the software is EN 301 549 V2.1.2 (2018-08) Harmonized European Standard compliant.</p> <p>Documents provided must:</p> <ol style="list-style-type: none"> <li>1. Show that accessibility development and testing for the software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies; <b>and</b></li> <li>2. Include the test results and other documentation for the software supplied to the Contractor, if the Contractor used a third-party to assess compliance.</li> </ol>
41.	<p>The Contractor must provide an existing and completed Voluntary Product Accessibility Template (VPAT) or complete and submit the new VPAT 2.4Rev INT (February 2020) to demonstrate that the accessibility development and testing for the software was performed in accordance with generally accepted accessibility practices, including visual inspection and with adaptive technologies.</p>





**1.1.4 Other Technical Requirements:**

Requirement Number	Requirement Description
42.	All software configuration and administration must be provided through a web browser interface.
43.	The software must process the following character sets: <ul style="list-style-type: none"> <li>• ASCII;</li> <li>• EBCDIC;</li> <li>• Unicode;</li> <li>• MS-Windows 1252; and</li> <li>• ISO 8859.</li> </ul>
44.	The software must be deployable in both production and testing environments across all IT platforms and used to monitor both testing and production environments (see Appendix 1 to SOR: SSC / CRA Computing Infrastructure).
45.	The software must permit deployment for up to 10 instances of the software (at the CRA's discretion) that are independent from the monitored environments, for the purpose of maintenance, testing and training of the Log Analytics software.
46.	The software must have backup and archiving capability.
47.	The software must read log entries stored at different tiers based on age and criticality.

**1.2 Functional Requirements**

This section details the functional requirements of the Log Analytics software.

**1.2.1 Log Collection Requirements:**

Requirement Number	Requirement Description
48.	The software must collect a minimum of 12 GB of log data per hour.
49.	The software must collect from logs residing on a minimum of 500 servers. Each server will have a minimum of one log.
50.	The software must make any log entry available for searches, alerts within 300 seconds of that log entry having been received by the Log Analytics software.
51.	The software must make any log entry available in a real-time, constantly-refreshed dashboard within 300 seconds of that log entry having been received by the Log Analytics software.
52.	The software must filter log entries using any of the standard and locally defined keys when processing alerts and queries.
53.	The software must ingest and interpret the following logging frameworks (as well as the future versions of these frameworks):



Requirement Number	Requirement Description
	<ul style="list-style-type: none"><li>• Log4j</li><li>• Log4j2</li></ul>
54.	The software must ingest and interpret all of the following Mainframe log types:  a) SMF (System Management Facility) b) SYSLOG c) SYSOUT d) z/OS System e) DB2 on z/OS job log f) MQ on z/OS job log g) CICS Logs; and h) CICS Transaction Gateway Logs.
55.	The software must ingest and interpret all of the following log types:  a) DB2 on Red Hat Linux (on x86) logs b) MQ on Red Hat Linux (on x86) logs c) IDMS job log d) Qlik Change Data Capture (CDC) job log e) Weblogic logs f) Wildfly logs g) Apache logs h) LDAP Query Log - *data_query* i) LDAP Warning logs j) LDAP Alarm and *data_alarm* k) Postgres l) Active Directory m) IBM Cognos Analytics n) SAS o) Centralized logging services managed in Microsoft Azure p) Centralized logging services managed in Amazon Web Services q) Siteminder Policy Server smps.log r) Siteminder Policy Server smtrace*.log; and s) Oracle DB Audit logs.
56.	The software must understand the date formats associated with all of the required log types listed in mandatory requirements <b>53</b> , <b>54</b> , and <b>55</b> and store the dates in the log analytics software in a consistent, standard date format.
57.	The software must ingest and interpret Structured log files in all of the following formats:  <ul style="list-style-type: none"><li>• Key/value pairs;</li><li>• Delimited files; and</li><li>• Fixed position files.</li></ul>



Requirement Number	Requirement Description
58.	The software must allow an Administrator to input the configuration of these log files, so that the software can filter log entries using any of the configured keys or columns when processing alerts and queries.
59.	The software must accept as input and process (for alerts and to make searchable) log files up to and including 500GB in size.
60.	The software must allow an Administrator to update the retention period for log entries.
61.	The software must not access source logs other than for the purpose of log collection.
62.	The Contractor must program any log collection extractions.
63.	The software must enforce Non-repudiation between source logs and the log store in the log analytics system.

### 1.2.2 Performance Requirements:

Requirement Number	Requirement Description
64.	The software must allow 50 concurrent users without experiencing performance issues.
65.	The software must optimize queries to decrease latency, memory, and CPU usage.

### 1.2.3 Alerts Requirements:

Requirement Number	Requirement Description
66.	The software must allow filtering based on at least fifteen Attributes of the user's choice when creating alerts.
67.	The software must send alerts in all of the following formats: <ul style="list-style-type: none"><li>• E-mail to a specified user;</li><li>• E-mail to a specified user group;</li><li>• Notification on the software's user interface for a specified user; and</li><li>• Notification on the software's user interface for a specified user group.</li></ul>
68.	The software must allow a user to choose any or none of the alert formats identified in requirement <b>67</b> when sending alerts.
69.	The software must generate an alert based on the Attributes of a single log entry as well as a set of related log entries happening within a user specified period of time.
70.	The software must prevent alert storms by limiting the number of alerts associated with a given alert criteria within a configurable time period.



Requirement Number	Requirement Description
71.	The software must allow users to directly view the log entries related to an alert that was displayed on the user interface.
72.	The software must allow alert retention to be configurable.

#### 1.2.4 User Interface Requirements:

Requirement Number	Requirement Description
73.	The software's user interface must allow users to select summary and detailed log entries by filtering, grouping and summarizing any combination of log Attributes (whether collected as key-value pairs, delimited files, or fixed position files).
74.	The software must allow for querying to collect log entries from a single or multiple logs, servers or platforms.
75.	The software must allow queries to be saved and reused.
76.	The software must allow wildcards and substrings to be used to filter Structured and Unstructured fields in log entries.
77.	When creating dashboards, the software dashboard creator must allow all of the following: <ul style="list-style-type: none"><li>• Dashboards displaying real time information to be shared with other users so the other users can update the dashboard;</li><li>• Dashboards displaying real time information to be read only shared with other users so other users can view the dashboard;</li><li>• Dashboards displaying a point in time to be shared with other users so the other users can update the dashboard; and</li><li>• Dashboards displaying a point in time to be read only shared with other users so the other users can view the dashboard.</li></ul>
78.	The software must provide dashboards with configurable graphical layouts that include three or more of the following: <ul style="list-style-type: none"><li>• Bar charts;</li><li>• Line graphs;</li><li>• Pie charts;</li><li>• Scatter graphs; and</li><li>• Bar chart/line graph combination.</li></ul>
79.	The software's user interface must export selected log entries and query results to CSV file format.



## Scope of Professional Services:

The Contractor must provide the CRA with remote professional services on an as-and-when requested basis to assist CRA in the planning, designing, configuring, and integration of the software. The resources provided must have at least 3 years experience working with log analytics/monitoring type tools in the following areas of configuring; customizing; developing; deploying; and administering.

The tasks performed by the Contractor's resources could include, but are not limited to,:

- The Contractor will help CRA and SSC install the software by ensuring the configuration reflects the CRA/SSC technical environment, is configured to run as efficiently as possible, and receives logs from all required CRA/SSC end points.
- The Contractor will configure the software when additional connectors/agents to the CRA/SSC technical environment are required.
- The Contractor will provide coaching and skills transfer to CRA and SSC employees both verbally and in writing to enable CRA/SSC employees to manage and administer the environment.
- The Contractor will help CRA and SSC deploy the software by ensuring CRA/SSC lead administrators have the knowledge they need to configure the software, perform tasks within the software (set up dashboard and alerts, etc.), and manage data inside the software.
- The Contractor will help CRA and SSC configure the software to interface with infrastructure software like access management software, etc.
- The Contractor will help CRA and SSC administer the software by helping set up access management roles, connect to log systems, etc.
- The Contractor, with the assistance of CRA and SSC, will create and document test plans for performance tests, define metrics for performance tests, execute performance tests and review results with CRA/SSC.
- The Contractor will assist CRA and SSC, with the maintenance and control of documentation for log analytics-related hardware, software and solutions including architecture documents, installation plans, test plans, optimizations and revisions of results.
- The Contractor will provide software support as issues arise after installation until CRA is satisfied that the software runs as expected.
- The Contractor will perform testing that will ensure that what has been delivered will satisfy the technology requirements as identified in the related log analytics SOR.

## Scope of Web-Based Training Services:

The Contractor must provide web-based training (including training material) in English for CRA Administrators and CRA users which will provide general and in-depth knowledge of the log analytics software.



## Appendix 1 to SOR: SSC / CRA Computing Infrastructure

### Current Technical Environment

The CRA's Distributed Computing Environment (DCE) is comprised of two national Windows platforms, distributed and centralized, and is a mix of the following:

1. Desktop computers,
2. Laptop/notebook/tablet computers, and
3. Handheld devices.

### Windows Environment

The DCE is a client/server based infrastructure that consists of Microsoft Windows based servers and end-user computing devices with Microsoft Windows Active Directory (AD) providing back-end directory services.

There are approximately 400 sites across Canada supported by the DCE. These sites will vary in size from a handful of users to thousands in a single building. Bandwidth at these sites varies. A typical distributed site is comprised of one or more file and print servers, access to local or centralized Microsoft Exchange mail services, an AD domain controller, and a number of locally network desktops.

The CRA has also implemented the Centralized Technology Platform (CTP) using Citrix XenApp 7.15, which consists of central servers located in the National Capital Region hosting a variety of applications and services for of end-users. These applications and services include, but are not limited to specific line-of-business applications along with base productivity applications such as Microsoft Office, a TN3270 emulator (Attachmate), and basic file and print services. In addition, the CRA utilizes Microsoft App-V application virtualization to enhance application access and management within the CTP farm.

Secure Remote Access (SRA) users, who are not on the corporate network, can connect to the DCE via Virtual Private Networks (VPNs) through public Internet Service Providers (ISPs). The SRA platform is a subset of the DCE and is also based on Microsoft Windows Server and Windows Client operating systems.

The following bullets will highlight the key Windows based software installed within the CRA DCE:

- MS Windows 2016 Server 64-bit;
- VMWare vSphere 6.5 (Upgrade to vSphere 7.0 in 2021);
- Citrix XenApp 7.15;
- Windows 10 64-Bit Enterprise;
- MS Exchange 2016;
- MS Office 2016;
- Entrust Certificate Services;
- McAfee Security Suite; and
- Microsoft Edge and Google Chrome Internet Browsers.

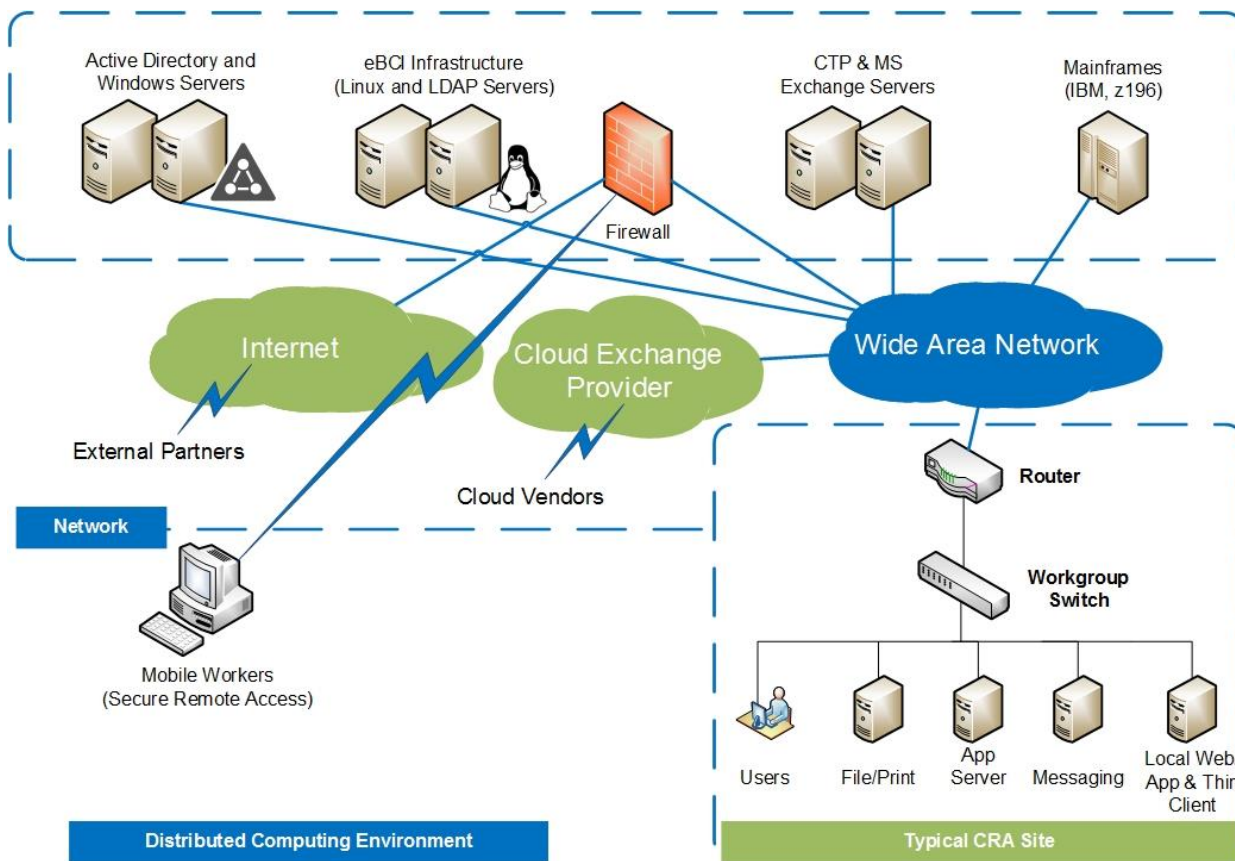
The underlying hardware for the Microsoft Windows environment consists of servers and end-user devices based on x86 and x64 Advanced Micro Devices (AMD) and Intel processor architecture using multi-core and/or multi-processor technology.



### Network Environment

Shared Services Canada (SSC) operates a Wide Area Network (WAN), referred to as RCNet, on behalf of the CRA that extends to approximately 400 sites across Canada. SSC installs multi-protocol routers in each building to interconnect user Local Area Network (LAN) segments and to provide access to the WAN. The majority of the buildings are interconnected via 1.5Mbps or higher MultiProtocol Label Switching (MPLS) circuits with various network-based Quality of Service (QoS) configurations. Internet Protocol Security (IPsec) VPN over Internet as a backup circuit is deployed at most of these sites. At certain remote locations, IPsec VPN over Internet (Digital Subscriber Line (DSL), Cable, and Satellite) is used for primary WAN access.

### High-Level View of SSC/CRA Computing Infrastructure





### **Electronic Business Computing Infrastructure (eBCI)**

The eBCI platform is a service-centric computing infrastructure designed to host and support the CRA and CSBA applications from Unit Testing through Production. It is comprised of a multitude of infrastructure components and services including server and storage hardware, Web server, application integration server, messaging, database connectivity, security, directory, application testing and migration. This platform supports a set of technology standards based on Java component architecture.

Other highlights of this computing infrastructure include:

- Tier one hardware deployed for reliability;
- Maximized utilization, resiliency and flexibility through the use of virtualization technologies;
- High availability design with load-balancing and redundancy across 2 data centres, supported 7/24;
- Supports 3-tier architecture using Enterprise Java Bean (EJB) technology, integrates with existing mainframe and distributed components and services;
- Monitored and managed infrastructure based on the ITIL best practices.

The basic platform standards are the following:

- Hardware: x86 servers;
- Virtualization: VMWare ESX 6.5 and RHEL KVM;
- OS Standard: RedHat Enterprise Linux 7.x and 8.x;
- Web Server : Apache 2.4
- Java Application Platform: Oracle Weblogic 12c.





## Appendix 2 to SOR: Accessibility Roadmap Template

### Instructions

This form serves as means for vendors and auditors to document accessibility gaps associated with their ICT products and services and to indicate plans for addressing these gaps in the established timeframe.

**Remediation Roadmap:** The successful bidder, if they do not presently comply with the accessibility requirements EN 301 549 V2.1.2 (2018-08) Harmonized European Standard, must provide a remediation plan (roadmap) **before contract award**. This plan will detail how they will fully meet the accessibility requirements by June 30, 2021.

### Vendor/Product Information

Vendor Name	
Product Name & Version	
Completion Date	
Contact Name	
Contact Email or Phone	



**Remediation Roadmap**

<b>Issue Description</b>  List all accessibility issues individually (issues identified on the product's VPAT, or ascertained from other sources.)	<b>Current Status</b>  Please use one of the following: <ul style="list-style-type: none"><li>• Issue resolved,</li><li>• Remediation In progress,</li><li>• Under investigation,</li><li>• Issue will not be fixed (provide justification),</li><li>• Issue will be fixed according to remediation timeline</li></ul>	<b>Remediation Timeline</b>  Anticipated date when the issue will be resolved.	<b>Available Workarounds</b>  For impacted users, list any solutions you are aware of that will allow them to work around this issue.	<b>Comments</b>  Provide details/description regarding the issue
<b>Example:</b> Does not support full keyboard access to all functions.	Issue will be fixed according to remediation timeline	Q3, 2015 release (v1.2)		The toolbars will be re-written to provide keyboard equivalents for all functions.



**Additional Information**

Provide any additional information regarding accessibility plans, including:

- timelines to remediate accessibility issues identified by the evaluation team;
- timelines to identify accessibility issues not previously identified;
- software upgrade options that would resolve accessibility issues;
- plans to subcontract accessibility audits and remediation; and
- plans and ability to internally audit and remediate accessibility.



## **Annex B: List of Deliverables and Pricing**

*To be inserted at time of Contract Award*