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Place du Portage, Phase III

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11 Laurier St./11, rue Laurier

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise
indicated, all other terms and conditions of the Solicitation
remain the same.

Ce document est par la présente révisé; sauf indication contraire,
les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Shared Systems Division (XL)/Division des systèmes
partagés (XL)

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Québec

K1A 0S5

Title - Sujet National Cybercrime Solution Projec Solution nationale en matière de cybercriminalité	
Solicitation No. - N° de l'invitation M7594-205915/D	Amendment No. - N° modif. 006
Client Reference No. - N° de référence du client M7594-205915	Date 2021-05-21
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-155-39352	
File No. - N° de dossier 164xl.M7594-205915	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-06-22 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Kumar, Rajesh	Buyer Id - Id de l'acheteur 164xl
Telephone No. - N° de téléphone (613) 914-7906 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

This Solicitation Amendment #006 is raised to:

1. Modify the statement in section 2 in Appendix G - Cloud Service Delivery Model Reference Tables
2. Post Questions and Answers

1. Section 2, Appendix G - Cloud Service Delivery Model Reference Tables to Annex A, DELETE the following statement:

“Contractors proposing a Solution that will require the RCMP to provision Cloud Services and Resources (Where some or all of the Solution is hosted on the RCMP Cloud Tenant (IaaS or Private PaaS)) with the grant of perpetual licenses, must complete the applicable sections in Table G-1: Cloud Resources to be Provisioned by the RCMP.”

AND REPLACE with:

“Contractors proposing a Solution that will require the RCMP to provision Cloud Services and Resources (Where some or all of the Solution is hosted on the RCMP Cloud Tenant (IaaS or Private PaaS)) must complete the applicable sections in Table G-1: Cloud Resources to be Provisioned by the RCMP.”

2. Questions and Answers:

Question #	Question	Response
80	Use of Canada's Data. The "final" RFP includes a new provision titled "Contractor Use of Canada's Data" (Part 7 Section 7.6). This provision repeats similar language found in Annex E to the RFP. Section 7.6 states: "The Contractor must: (ii) use and	Canada's requirements are as stated. The term and condition remains unchanged. The more stringent wording in section 7.6 shall apply to disclosure of Canada's data to Cloud Service Providers. Disclosure of any of Canada's data

	<p>disclose Canada's Data solely and exclusively for the purpose of providing the Services, such use and disclosure being in accordance with the Contract and applicable law"). Annex E states: "Client Data including all Personal Information (PI) will be used or otherwise processed only to provide the Services, including purposes compatible with providing the Services."</p> <p>It is CRITICAL that the language of Section 7.6 be amended to align with Section 7.6 by adding: " , including purposes compatible with providing the Services". This change is required because cloud service providers need to use data for legitimate business operations (including cybersecurity, fraud detection and legal compliance) incident to delivery of cloud services to the customer.</p>	<p>to meet the legitimate business operations referred to in this question will only be done with Canada's consent.</p>
81	<p>For Appendix G: Item 2</p> <p>Contractors proposing a Solution that will require the RCMP to provision Cloud Services and Resources (Where some or all of the Solution is hosted on the RCMP Cloud Tenant (IaaS or Private PaaS)) with the grant of perpetual licenses, must complete the applicable sections in Table G-1: Cloud Resources to be Provisioned by the RCMP.</p> <p>Could the procurement authority, please remove the wording "with the grant of perpetual licenses" as this model applies equality to perpetual licenses and subscription based licenses</p>	<p>Canada deletes the wording "with the grant of perpetual licenses". See amendment.</p>

82	With Respect to 3.14.3.a.i, please provide details of the current ITSM Ticketing tool in use by the RCMP	The current ticket system in the RCMP is Broadcom CA Service Desk Management (SDM) version 17.
83	Section 7.3 (c) specifies that the Contractor is expected to continuously improve the service. 3.14.2 (b) appears to contradict this by specifying RCMP wishes to make ongoing modifications to the solution. Please clarify your expectations of accountability for the ongoing evolution of the solution.	In accordance with the RFP, Canada expects the Contractor to maintain and continuously improve the Solution and infrastructure throughout the Contract Period. In addition, the Contractor's Solution must allow for presentation layer customization, enabling the RCMP to build out new workflows, approval processes, role definitions, access rights, templates, reports and screens, in order to provide additional functionality not provided in the original solution.
84	With respect to Section 7.18(l): Threat and Risk Assessment i. Can the RCMP provide a formal definition or description of what actions they would want to see performed during a threat and risk assessment? This Supplier's threat and risk assessments against applications / solutions are typically not invasive and do not entail such procedures as penetration testing. As such Supplier personnel would not require access to the client's production data during such an assessment, especially data regarded as sensitive (e.g. PII). In addition, this Supplier's personnel have zero standing access to client data and would not be able to access the data without the client's express permission and consent. Based on this stance, we would take the position that items i)-iii) and v) would be moot as a threat and risk assessment performed by Supplier should not require access to production PII. Note: If the RCMP considers a penetration test to be a required part of the Threat and Risk Assessment,	<p>i. As detailed in section 7.18 (l) the Contractor is required to provide Threat and Risk Assessments (TRA). The security cleared Contractor will have access to the NC3 data to perform TRA tasks.</p> <p>ii. Canada requires full knowledge of all of the Contractors data locations where NC3 data may be hosted or processed. Annex F - 3.a i. Location: identify where each Product is interconnected with any given network for Canada's Data (identify the service delivery points or nodes, such as points of presence, third party locations, data centre facilities, operations centre, security operations centre, internet or other public network peering points, etc.);</p> <p>iii. Canada requires details on how the Contractors data center(s) protects data and personal information. All infrastructure safeguards should be detailed in the Contractors bid.</p> <p>Canada requires this information to ensure all NC3 data remains secure. All infrastructure hosting NC3 data will be reviewed to ensure Canada's data remains safe.</p>

	<p>that can be carefully defined via SLA to specifically and rigorously exclude access to sensitive production data, including PII."</p> <p>ii. Regarding item iv), is it acceptable to only outline the geographic location of the data centre (e.g. city and province) in which the data resides as opposed to a more specific location such as the rack and or servers? The former is possible, but the latter would not."</p> <p>iii. Regarding item vi), can we assume this to mean what measures are taken within the application / solution itself as opposed to what is done within the data centres? Because there would not be anything we are doing specifically at the data centre level to further protect the RCMP's data that we are not doing for everyone at the data centres."</p> <p>Similar to the above statement regarding item vi), can we also assume for items vii) and viii) this is at the application /solution level and not at the data centre level for the same reasons as those previously outlined?"</p>	
85	Please provide details of the current ITSM Ticketing tool in use by the RCMP	<p>iv. The current ticket system in the RCMP is Broadcom CA Service Desk Management (SDM) version 17.</p>

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICIATION REMAIN UNCHANGED.