



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St./11, rue Laurier

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

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

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> National Cybercrime Solution Projec Solution nationale en matière de cybercriminalité	
<b>Solicitation No. - N° de l'invitation</b> M7594-205915/D	<b>Amendment No. - N° modif.</b> 007
<b>Client Reference No. - N° de référence du client</b> M7594-205915	<b>Date</b> 2021-05-28
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-155-39352	
<b>File No. - N° de dossier</b> 164xl.M7594-205915	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Daylight Saving Time EDT <b>on - le 2021-06-22</b> Heure Avancée de l'Est HAE	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Kumar, Rajesh	<b>Buyer Id - Id de l'acheteur</b> 164xl
<b>Telephone No. - N° de téléphone</b> (613) 914-7906 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

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

This Solicitation Amendment #007 is raised to:

1. Update Annex A – Statement of Work, Section 3.1, Scope of Work, paragraph g)
2. Update Annex A – Statement of Work, Section 4.1, General Requirements, paragraph a), item vi. (3)
3. Update Annex A – Statement of Work, Section 4.6, Cloud Deployment, paragraph d), item iii.
4. Update Annex A – Statement of Work, deleted Section 5.1.2 Third Party Assurance and Certifications
5. Update Annex A – Statement of Work, Section 8, Reference Documents, deleted paragraphs r), s), and cc)
6. Update Annex A – Statement of Work, Appendix G, Cloud Service Delivery Model Reference Tables, section 2, paragraph a)
7. Update Annex A – Statement of Work, Appendix G, Cloud Service Delivery Model Reference Tables, Table G-2 - Solution Public PaaS and SaaS Cloud Resources
8. Post Questions and Answers

The Solicitation is amended as follows:

**1. Annex A – Statement of Work - Section 3.1 – Scope of Work, paragraph g) is hereby DELETED in its entirety and REPLACED by the following;**

3.1 Scope of Work

- g) All proposed SaaS, Public PaaS and Private PaaS proposed in the Solution (including SaaS or PaaS components used in the case of a Hybrid) must be qualified per the SSC GC Cloud Brokering Service Protected-B Public Cloud Services Catalogue.

**2. Annex A – Statement of Work - Section 4.1, General Requirements, paragraph a), item vi. (3) is hereby DELETED in its entirety and REPLACED by the following;**

4.1 General Requirements

- vi. (3) all Cloud Services and Resources hosted by the Contractor's Cloud Service Provider (Public PaaS or SaaS) including related status per SSC GC Cloud Brokering Service Protected-B Public Cloud Services Catalogue qualifications; and

**3. Annex A – Statement of Work - Section 4.6, Cloud Deployment, paragraph d), item iii. is hereby DELETED in its entirety and REPLACED by the following;**

**4.6 CLOUD DEPLOYMENT**

- d) iii. The Contractor must only use services that are on the approved list of Protected-B Cloud services provided by the GC. For a full list of approved Protected-B Cloud services, please refer to the GC Cloud Brokering Services Catalogue<sup>1</sup>. Note that this list contains services that are available in regions outside of Canada. The vendor must meet Canada's requirements on data residency by ensuring that only services that operate in a Canadian region are chosen for the delivery of the Solution.

**4. Annex A – Statement of Work - Section 5.1.2 Third Party Assurance and Certifications, is hereby DELETED in its entirety;**

**5. Annex A – Statement of Work - Section 8, Reference Documents, paragraphs r), s), and cc), are hereby DELETED in their entirety.**

**6. Annex A – Statement of Work - Appendix G, Cloud Service Delivery Model Reference Tables, section 2, paragraph a) DELETE the following:**

2. Contractors proposing a Solution that involves use of SaaS or Public PaaS components must complete Table G 2: Solution Public PaaS and SaaS Cloud Resources.
- a. Include an indication of whether the service is qualified per SaaS-RFSA
  - b. Include an indication of whether the service is approved per SSC GC Cloud Brokering Services for Protected B use
  - c. Provide a page/section reference to the SaaS or Public PaaS component in the System Architecture for context and details with respect to how the Service addresses elasticity, scalability, resilience, 10-year data growth etc.

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<sup>1</sup> [https://cloud-broker.canada.ca/s/pbmmcatalogpage?language=en\\_CA](https://cloud-broker.canada.ca/s/pbmmcatalogpage?language=en_CA)

**And REPLACE with:**

3. Contractors proposing a Solution that involves use of SaaS or Public PaaS components must complete Table G 2: Solution Public PaaS and SaaS Cloud Resources.
- a. Provide a page/section reference to the SaaS or Public PaaS component in the System Architecture for context and details with respect to how the Service addresses elasticity, scalability, resilience, 10-year data growth etc.

**7. Annex A – Statement of Work - Appendix G, Cloud Service Delivery Model Reference Tables, Table G-2 - Solution Public PaaS and SaaS Cloud Resources, is hereby DELETED in its entirety and REPLACED with:**

**Table G-1: Solution Public PaaS and SaaS Cloud Resources**

Public PaaS or SaaS Cloud Service Delivery Model Summary Table		
#	SaaS or Public PaaS Name and URL to SaaS Product	CSP Name
		Reference to page and section of System Architecture - CSDM

Solicitation No. - N° de l'invitation  
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**Table G-1:      Solution Public PaaS and SaaS Cloud Resources**

Public PaaS or SaaS Cloud Service Delivery Model Summary Table			
#	SaaS or Public PaaS Name and URL to SaaS Product	CSP Name	Reference to page and section of System Architecture - CSDM

## 8. Questions and Answers:

Question #	Question	Response
86	<p>4.6 Cloud Deployment d) iii states:</p> <p>"d) To ensure the Solution will be compliant, the following guidelines must be considered as part of the Architecture:</p> <p>iii) The Contractor must only use services that are on the approved list of Protected- B Cloud services provided by the GC, or services for which the vendor has received written approval from Canada. For a full list of approved Protected-B Cloud services, please refer to the GC Cloud Brokering Services Catalogue <sup>15</sup> or the PSPC Request for Supply Arrangement (SaaS-RFSA)<sup>16</sup>."</p> <p>The provided footnotes 15 and 16 are URLs that do not provide a suitable list of Cloud services, many services shown at footnote 15 include services from delivery regions outside Canada, and most importantly they do not show pricing. Additionally, we contact the PSPC SaaS RFSA procurement contact, who confirmed that only the 2 companies shown have been awarded SaaS contracts, but declined to provide their approved SaaS services - they apparently will not be shared with non-Government external entities. Therefore, Bidders who can deploy a Solution on any cloud are unable to compare the price of similar services from SSC-approved Protected B Cloud Service Providers on RCMP's behalf.</p> <p>We request that Canada simply provide the Cloud infrastructure required and prioritize the selection of the best Solution in the CUA Prototype phase without also evaluating where the Solution is proposed to run. This would ensure that Canada obtains the most favourable</p>	<p>Canada confirms that the list of services in footnote 15 are not all delivered from within Canada. It will be the Contractor's responsibility to ensure that only services listed under footnote 15 that can meet the data residency requirements are selected for delivery of the Service.</p> <p>At this time, there are no services available on the PSPC SaaS RFSA that would be applicable to the NCS, and as such Canada asks that Contractors not include any SaaS offerings from this source in their bids.</p> <p>See amendment.</p>

Question #	Question	Response
	pricing available for the winning Solution, given SSC has an accelerated competitive process available for Cloud Services that can be executed with relative ease, and through which we expect to result in lower costs and less risk to Canada than what Bidders can separately obtain/provide in this competition.	
87	<p>Section 5.1.2 to Annex A – Statement of Work in Amendment 002 to the RFP sets out a list of industry certifications that the Contractor must maintain for the contract period. It is our understanding that these certifications apply to the cloud infrastructure used to provide the Solution, rather than the software solution that runs on the infrastructure. Our understanding takes into account that certification of a customized software solution is not within the scope of the certification programs identified in the RFP.</p> <p>Further, the section fails to reference successor standards, which, given the duration of the contract term (11 years) must be considered due to the evolution of industry standards over time. Accordingly, please revise Section 5.1.2 as follows..</p> <p>Third Party Assurance and Certifications</p> <p>a) The Contractor must maintain the following valid and up-to-date industry certifications (or any successor industry certifications if the certifications below are replaced and are no longer used in industry) for the Contractor's cloud infrastructure services for the period of the Contract:</p> <p>i) ISO/IEC 27001:2013 Information technology - Security techniques - Information security management systems Requirements ;</p> <p>ii) ISO/IEC 27017:2015 Information technology - Security techniques - Code of practice for information security</p>	<p>In response to vendor feedback, the Statement of Work will be amended to include only Cloud services available through the SSC GC Cloud Brokering Service Protected-B Public Cloud Services Catalogue. As a result, there will be no requirement for Contractors to maintain or produce any third party accreditations for any component of their Solution.</p> <p>See amendment.</p>

Question #	Question	Response
	<p>controls based on ISO/IEC 27002:2013 - Information technology - Security techniques - Code of practice for information security controls for cloud services;</p> <p>iii) ISO/IEC 27018:2019 Information technology - Security techniques - Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors; and</p> <p>iv) AICPA Service Organization Control (SOC) 2 Type II for the trust principles of security, availability, processing integrity, privacy and confidentiality - issued by an independent Certified Public Accountant.</p> <p>b) Each certification or audit report provided must: (i) identify the legal business name of the Contractor or applicable Sub-processor; (ii) identify the Contractor's or Sub-processor's certification date and the status of that certification; (iii) identify the services included within the scope of the certification report. If the carved-out method is used to exclude subservice organizations such as data centre hosting, the subservice organization's assessment report must be included.</p> <p>c) Each audit will result in the generation of an audit report which must be made available to Canada. Certifications must be accompanied by supporting evidence such as the ISO assessment report developed to validate compliance to the ISO certification and must clearly disclose any material findings by the auditor. The Contractor must promptly remediate issues raised in any audit report to the satisfaction of the auditor.</p>	
88	Financial Proposal /Pricing In reference to the Financial Bid Section, pricing options, would Canada consider a reduction in the total number of	Canada's requirements are as stated. The total number of Optional Years remains unchanged.



Question #	Question	Response
89	<p>"Optional" Years from an additional 8 years down to a reduced number of years (i.e. 5 years)?</p> <p>With respect to 3.14.4:</p> <ol style="list-style-type: none"><li>Please confirm that the Contractor will be able to use their own ticketing system to help ensure support response times indicated in this RFP can be realized.</li><li>Please confirm that Canada will accept Root Cause Analysis) for critical situations only.</li><li>Please confirm that Canada will accept a regular &amp; predictable schedule of standard reporting meet this requirement (rather than ad hoc reporting)?</li></ol>	<p>With regards to point iii) and referring to the requirements specified in section 3.14.4 a) i) of the SoW.</p> <p>While Canada will continue to expect to work with the vendor to define incident handling procedures that meet the particular security requirements of this system, in order to develop a regular and predictable schedule of standard reporting, Canada will seek to align to the Incident reporting framework and timeframes specified in the GC Security Event Management Plan:</p> <p><a href="https://www.canada.ca/en/government/system/digital-government/online-security-privacy/security-identity-management/government-canada-cyber-security-event-management-plan.html">https://www.canada.ca/en/government/system/digital-government/online-security-privacy/security-identity-management/government-canada-cyber-security-event-management-plan.html</a></p>
90	<p>In regards to solicitation M7594-205915/D for RCMP National Cybercrime Solution Project, in Annex A, Section 4.6 Cloud Deployment it states "b) The Cloud Service Providers must be successfully on-boarded to Shared Services</p> <p>Canada (SSC) and TBS's SCED (Secure Cloud Enablement and Defence14) project."</p> <p>Question: This is a capability that only Shared Services Canada controls and as such it makes it so that all PBMM authorized cloud providers are not able to be compliant to the RFP at time of closing. Further more, on October 16, 2019 SSC issued two cloud requests (CR0002824 Line Items LI-585 and LI-586). One contract was to Microsoft to test, and deploy the auto-scaling capability for our SCED perimeters in Azure, and another contract was to Amazon Web Services for the exact same reason. Will the crown adjust this requirement to allow a fair competition where</p>	<p>Canada's requirements are as stated. The Contractor is responsible for meeting the security requirements defined in the RFP.</p>

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Question #	Question	Response
	any and all PBMM cloud providers will be provided with the same opportunity to provide cloud services for this requirement?	
91	Please confirm if Partner and Police Users will be added to Azure AD natively or if RCMP is using a B2C approach?	Both approaches will be used and must be supported by the Solution.

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