



RETURN BIDS TO:

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TPSGC
11 Laurier St. / 11, rue Laurier
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Core 0B2 / Noyau 0B2
Gatineau
Quebec
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
Middleware division / Division Intergiciels
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Title - Sujet IT Cloud Services Request for Proposal - Business Continuity and Emergency Management Application	
Solicitation No. - N° de l'invitation G9292-202457/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client G9292-202457	Date 2022-04-05
GETS Reference No. - N° de référence de SEAG PW-\$EEM-063-40581	
File No. - N° de dossier 063eem.G9292-202457	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 2022-04-14 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: Ferguson, Daniel	Buyer Id - Id de l'acheteur 063eem
Telephone No. - N° de téléphone (343) 543-3961 ()	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 003 is issued to:

Part 1 - Answer the questions from the Industry

Part 1

Answers to Questions from the Industry

Number	Question	Response
12	<p>In Annex "B" – Basis of Payment, Table 1 describes:</p> <p>Item 1 - User access to SaaS with 3,000 users for evaluation purposes.</p> <p>As the initial term is 3 years, could the Crown elaborate on what is required for C1: Firm unit price? Specifically, what calculation vendors should use for firm unit price (monthly, annual or total for the entire initial 3-year term)?</p> <p>For Basis of Payment, Table 2 and 3, could the Crown elaborate of what is required for the firm user price in Table 2 - item no. 1.0 and Table 3 item no. 1.0 and item no. 2.0 (Monthly, annual or total for the entire initial 3 year term)?</p>	<p>For the pricing in the bid response, Canada would like to see the full cost per user for full 3 year initial contract term.</p> <p>For any section that is covered under the initial 3 year term, Canada would like to see the total cost per user for the 3 years.</p> <p>The option years are costed on a per year, per user.</p>
13	<p>Would the crown consider granting a 4-week extension on this RFP deadline at this time? Based on the large number of screenshots, supporting documentation and audit documentation required the level of effort in responding to this RFP is extremely high. Combined with March break and increasing COVID counts an extension would allow interested firms more time to accurately respond to the crown's requirements.</p>	No.

14	<p>Under section 7.1.1, the RFP states that solution providers of PaaS and IaaS components who have already obtained the status of a provider of such cloud services to Canada need only reference the Framework Agreement in substantiation for MS1-MS14. As this RFP is for a SaaS, as per Annex "A" Statement of Requirements, would vendors who have previously been approved as a SaaS provider to Canada up to PBMM also be able to demonstrate their compliance of MS1-MS14 through referencing the Framework Agreement?</p>	<p>As each SaaS FA may be different, Canada requires that bidders respond to the mandatory security requirement that relate to SaaS, with full evidence of compliance, i.e. not referring to a bidder's SaaS FA.</p>
15	<p>Question: Part 4 – Evaluation Procedures and Basis of Selection - Section 4.8 Confirmation of Registration for the SaaS IT Security (ITS) Assessment of the RFP details the following: The response must include documentation confirming that the bidder registered for the SaaS Security Assessment Process as described in Annex H – SaaS IT Security (ITS) Assessment Program: Onboarding Process.</p> <p>We registered for the SaaS Security Assessment Process as described in Annex "H", however we were provided the following response: "The Cyber Centre is currently only involved in IT Security Assessments through the Public Services and Procurement Canada (PSPC) Request for Supply Arrangements (RFSA). We usually have an onboarding wave once every 12-18 months. At this time, the latest wave has closed. We suggest you subscribe to the RSS Feed on the following website to be notified for the next onboarding wave (or manually check there periodically): https://buyandsell.gc.ca/procurement-data/tender-notice/PW-EEM-003-35660".</p> <p>Can Canada please advise on how vendors should proceed?</p>	<p>Onboarding is now part of the Cloud Service Provider (CSP) Information Technology Security (ITS) Assessment Process, which is done by ESDC upon contract award.</p>

16	We are well into the details of submitting a response to this RFP; given the in depth requirements and LOE involved in providing specific details, screen shots and overall LOE; we request the crown please provide a two (2) week extension to the closing time to ensure we are providing ESDC the best possible compliant solution upon bid closing.	Extension is granted until April 14th, 2022.
17	Based upon the requirement " <i>Bidder's proposed system must display to the user any failed Login attempts since the last successful logon.</i> ", does this mean in case of failed login, user shall be shown the number of failed login attempts, for e.g. a message displaying " <i>2 out of 3 attempts remaining</i> "?	Yes, user shall be shown the number of failed login attempts, as per the example offered in the quesiton.
18	For support, do we need CTI?	If CTE means Computer-Telephone Integration, then no, it is not mandatory. However, if offered it will be noted.
19	Based upon the requirement " <i>The Bidder's proposed system should include Business Impact Assesment capability that includes the ability to to evaluate the types of impact:</i> " Will ESDC provide rules for impact analysis?	Canada does not have specific rules but would like to see what a bidder offers if they have this capability.
20	Based upon the requirement " <i>The Bidder's proposed system should include the capability for developing recovery strategies and their respective cost/benefit analyses.</i> " Can you please explain on what basis recovery strategies and cost benefit analysis will be performed?	Canada encourages bidders to offer the best that they have in their commercial solution for the development of recovery strategies and their respective cost/benefits analyses.
21	What does Canada's legacy data consist of other than Microsoft Active Directory data?	Legacy data will be available to the contractor as CSV files.
22	Please specify the number of systems/applications that we need to consider for data migration.	Canada envisages to enable migration of legacy data by providing them in CSV format, no direct connectivity to any of its systems/applications.

23	As part of data migration, will Canada be taking responsibility for data cleansing?	Yes, Canada will be responsible for data cleansing.
24	Will Canada be committing any resources to the data migration exercise?	Yes, Canada will commit resources to the data migration exercise.
25	Provide a sample template in which data needs to be autopopulated. How many such templates will be there?	Canada will not provide sample template as we are looking for a solution that has the capability to use its existing datasets to aid in populating customizable templates.
26	Is data migration a one time activity or ongoing / real-time? Also please mention volume of data (Ex: Number of records)	Canada will provide legacy data in a CSV file format.
27	The list of file extensions provided seems not to be compatible for "Import", does it mean we need to allow "Upload" instead of Import? (e.g. .msg, .ppt, .jpeg cannot be Imported into dataset/fields but can be Uploaded and associated to specific record. Please clarify.	Canada looks to bidders to describe which of the listed formats will be able to be imported. The solution needs to be able to upload the remaining formats.
28	Do we need any integrations with any external or internal systems/Datasets? If yes, please specify approximate number of integrations.	No, not now. Maybe in the future.
29	Are we doing data migration from the existing platform to a new platform? If yes, Please specify existing source system like ERP ..etc	Canada will provide legacy data in a CSV file format.
30	Do we have any tables/objects involved? If Yes, Please specify DB names.	No
31	Are there any transform rules (business logic) involved during data migration?	No

32	Are there any report validation?	Report validation capability would be a valued feature of the solution.
33	Do we have any existing document management system in place? If yes, please provide the details. Also, please let us know if we need to use the existing document management system.	SharePoint Online is currently being used as document management system for the Business Impact Analysis documents as well as the Business Continuity Plans.
34	Please share functional/technical architecture diagram of the current state.	The functional/technical architecture diagram of the current state will be provided after contract award to aid in the implementation.
35	<p>(from RFP) Network Diagrams: one or more conceptual network diagrams that collectively show the complete network proposed to be used to deliver the services described in the draft Statement of Work. The network diagrams are only required to include portions of the Contractor's network (and its sub-contractor network(s) over which Canada's Data, would be transmitted in performing any resulting contract. As a minimum the diagram must show:</p> <p>a) The following key nodes for the delivery of the services under the resulting contract of this solicitation process, if applicable the role of the Contractor or sub-contractor;</p> <p>i. Service delivery points;</p> <p>ii. Core network</p> <p>iii. Sub-contractor network (specifying the name of the sub-contractor as listed in the Ownership Information);</p> <p>b) The node interconnections, if applicable</p> <p>c) Any node connections with the Internet; and</p> <p>d) For each node, a cross-reference to the product that will be deployed within that node, using the Excel row number from the IT Product List.</p>	The terms remain unchanged. This is part of the Supply Chain Integrity Process.

	<p>Question: There are no SaaS providers in the market that would be able to support this requirement as it risks providing information to malicious actors. Would the Crown consider removing this requirement to ensure the crown receives compliant responses?</p>	
36	<p>c) Initial Term. This Contract begins on the date the Contract is awarded and ends 3 (3) years later.</p> <p>d) Option Periods. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to seven (7) additional 1-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment. Canada may exercise the option(s) at any time by sending a written notice to the Contractor at least 2 calendar days before the expiry date of the Contract. The option may be exercised only by the Contracting Authority, and will be evidenced, for administrative purposes only, through an amendment to the Contract.</p> <p>Question: The outlined duration of the contract does not align to typical market MSA term lengths of the contract. Would the Crown consider amending part d) to be in sync with industry standard MSA clauses as follows? The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to (2) two – (3) three-year options?</p>	The term remains unchanged.
37	<p>a) At any time before the completion of the Services, the Contracting Authority may, by giving notice in writing to the Contractor, terminate for convenience the Contract or part of the Contract. Once such a notice of termination for convenience is given, the Contractor must comply with the requirements of the termination notice. If the Contract is terminated in part only, the Contractor must proceed to complete any part of the Services that is not affected by the termination notice. The termination will take effect immediately or, as the case may be, at the time specified in the termination notice.</p>	Resulting contract clauses can be discussed with the winning bidder before contract award.

	<p>Question</p> <p>For Government of Canada departments, standard SLA's to terminate subscriptions are typically outlined in the MSA's with 30 days' notice aligned to the anniversary date of the contract. With the 30 days' notice and working with anniversary dates this allows the client easily to reduce their license quantities to zero.</p> <p>Would the Crown consider amending this item to replace the above red italicized wording as follows?</p> <p>The Contractor will be provided 30 days' notice of termination of services aligning with the anniversary date of the contract.</p>	
38	<p>In "ANNEX "D" SRCL Security Classification Guide", it has been indicated that for Privileged user access Secret clearance is required. We would request Crown to clarify if it is mandatory to have "Secret" screening requirement as it would contradict with the overall classification of "Protected B" of the proposed BCEMAS solution. Vendor is requesting this clarification to ensure there is no Information classified as "Secret" being stored along with information classified as "Protected B" or lower.</p>	<p>No data in the solution will be above the Protected B level, if there's no Privileged User Access (Ex: Sharepoint Holder or Software Admin) then Protected B is sufficient.</p>

ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAINS UNCHANGED