



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -
TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

**Revision to a Request for Supply
Arrangement - Révision à une demande
pour un arrangement en matière
d'approvisionnement**

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

Mainframe & Business Software Procurement
Division / Div des achats des ordi principaux et des
logiciels de gestion
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Title - Sujet RFSA - SaaS Method of Supply		
Solicitation No. - N° de l'invitation EN578-191593/F		Date 2022-07-13
Client Reference No. - N° de référence du client 20191593		Amendment No. - N° modif. 019
File No. - N° de dossier 002ess.EN578-191593	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$EEM-003-35660		
Date of Original Request for Supply Arrangement		2019-05-10
Date de demande pour un arrangement en matière d'app. originale		
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2024-10-25 Heure Avancée de l'Est HAE		
Address Enquiries to: - Adresser toutes questions à: Guillot, Jacob		Buyer Id - Id de l'acheteur 002ess
Telephone No. - N° de téléphone (343) 552-1378 ()		FAX No. - N° de FAX () -
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		



PUBLIC SERVICE AND PROCUREMENT CANADA (PSPC)

**Amendment no. 019 to Request for Supply Arrangement (RFSA)
for**

SaaS Method of Supply (GC CLOUD)

Buy & Sell Solicitation Reference Number: EN578-191593/F

THIS AMENDMENT 019 IS RAISED TO:	
1.0	Respond to questions received regarding the RFSA, as detailed in Section 1.0, below;
2.0	Modify the RFSA and to provide a summary of changes for AMD018, as detailed below;
3.0	Minor administrative changes that do not affect the meaning and impact of the terms and conditions made throughout;
4.0	Replace Part 6 – Supply Arrangement in its entirety with an updated version, as detailed in Section 4.0, below;
5.0	Replace Annex F- Resulting Contract Clauses in its entirety with an updated version, as detailed in Section 5.0, below;
6.0	Replace Form 1- Request For Supply Arrangement Submission Form in its entirety with an updated version, as detailed in Section 6.0, below;
7.0	Replace Solicitation documents in their entirety to incorporate revision made in Amendment 001 to Amendment 018, as detailed in Section 7.0, below.

1.0 Respond to questions received regarding the RFSA:

QUESTIONS	ANSWERS
Q. 157 Section 1.2 (a) of Annex F - SaaS Resulting Contract Clauses is problematic as it states that the Contractor agrees to provide " <u>at a minimum</u> " the items listed in sub-sections (i-vi). Points (v) and (vi), "providing incidental and additionally required IT infrastructure services" and "infrastructure services required to deliver the Solution", respectively, are services that many SaaS providers do not provide. As a result, we request that points (v) and (vi) of Section 1.2 (a) be removed.	A. 157 Canada is not agreeable to amending this section as although the supplier is not specifically selling the GC IaaS in the contract, the infrastructure to support the SaaS must be delivered as part of the SaaS Solution – as indicated through "at a minimum".
Q. 158 With respect to Section 14 of Annex F – SaaS Resulting Contract Clauses, can the Government of Canada confirm that the work sites being referred to in this section is not in relation to the Contractor's own rules and security measures in place at the Contractor's work site?	A. 158 The GC can confirm that the work sites referenced in this section refers to GC workplaces only and does not refer to any policies that may be in place at the client site.
Q. 159 We have submitted a response under Stream 4 – Unclassified, and am requesting sponsorship as per Annex G – Security Requirements for Canadian Contractors & Annex H – Security Requirements for Foreign Contractors.	A. 159 Submissions under Stream 4 – Unclassified do not require sponsorship to CSP as there will be no protected data stored for unclassified requirements.
Q. 160 Under Stream 4 – Unclassified, can the Government of Canada confirm that suppliers are not required to complete any SCI + ITS assessment of their proposed solutions prior to Supply Arrangement award?	A. 160 That is correct. Under Stream 4 – Unclassified it is the responsibility of the client department to conduct the necessary SCI + ITS assessment prior to Contract award as opposed to prior to Supply Arrangement award.
Q. 161 Is the Government of Canada willing to amend the RFSA to allow suppliers to include referenced links within a suppliers Annex D – Service Level Agreements and Annex O – Software Usage Rights?	A. 161 As a result of Amendment 018 to the RFSA, suppliers can include referenced links in-line with the conditions set forth within Annex D and Annex O of the RFSA.
Q. 162 In regard to Section 15 of Annex F – SaaS Resulting Contract Clauses, in this context, we don't think that the Government of Canada means that the Government of Canada wants a Contractor to not remove Work-related items from the Contractor's own offices rather they are protecting against the risk of the Contractor removing such items from the Contracting Authority's offices?	A. 162 As indicated in Section 15 (a) of the Resulting Contract Clauses, the contractor must not remove <u>any part</u> of the Work from <u>any</u> premises, regardless of the location of the Work being performed. This ensures to Canada that during the suspension of Work that any part of the Work will not be removed from the premise until the Contracting Authority has cancelled the order or terminated the Contract.

2.0 Modify the RFSA as follows:

2.1 Section 1.2 (h) of Part 1 – General Information is hereby deleted in its entirety and replaced with the following:

This RFSA allows Suppliers to use the CPC Connect service provided by Canada Post Corporation to transmit their Submission electronically. Suppliers must refer to Part 2 of this RFSA entitled Supplier Instructions for further information on using this method.

2.2 Section 2.1 of Part 2 – Supplier Instructions is hereby deleted in its entirety and replaced with the following:

Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Services and Procurement Canada (PSPC).

Suppliers who present a Submission in response to this RFSA agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The [2008](#) (2022-03-29) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.

The 2008 standard instructions are amended as follows:

- Section 08, entitled Submission of arrangements, is amended as follows:
 - Subsection 2. is deleted entirely and replaced with the following:

2. Canada Post Corporation's (CPC) Connect service

- (a) Unless specified otherwise in the RFSA, the Submissions may be submitted by using the [Connect service](#) provided by Canada Post Corporation.

The only acceptable email address to use with CPC Connect for responses to RFSA's issued by PSPC headquarters is:

tpsgc.pareceptiondessoumissions-apbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

- (b) To submit a Submission using CPC Connect service, the Supplier must either:
 - (i) send directly its Submission only to specified PSPC Bid Receiving Unit using its own licensing agreement for CPC Connect provided by Canada Post Corporation; or
 - (ii) send as early as possible, and in any case, at least six business days prior to the RFSA closing date and time (in order to ensure a response), an email that includes the RFSA number to the specified PSPC Bid Receiving Unit requesting to open an CPC Connect conversation. Requests to open an CPC Connect conversation received after that time may not be answered.
- (c) If the Supplier sends an email requesting CPC Connect service to the specified Bid Receiving Unit in the RFSA, an officer of the Bid Receiving Unit will then initiate an CPC Connect conversation. The CPC Connect conversation will create an email notification from Canada Post Corporation prompting the Supplier to access and action the message within the conversation. The Supplier will then be able to transmit its Submission afterward at any time prior to the RFSA closing date and time.
- (d) If the Supplier is using its own licensing agreement to send its Submission, the Supplier must keep the CPC Connect conversation open until at least 30 business days after the RFSA closing date and time.
- (e) The RFSA number should be identified in the CPC Connect message field of all electronic transfers.
- (f) It should be noted that the use of CPC Connect service requires a Canadian mailing address. Should a supplier not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the RFSA in order to register for the CPC Connect service.

- (g) For Submissions transmitted by CPC Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the Submission including, but not limited to, the following:
 - (i) receipt of garbled, corrupted or incomplete Submission;
 - (ii) availability or condition of the CPC Connect service;
 - (iii) incompatibility between the sending and receiving equipment;
 - (iv) delay in transmission or receipt of the Submission;
 - (v) failure of the Supplier to properly identify the Submission;
 - (vi) illegibility of the Submission;
 - (vii) security of Submission data; or
 - (viii) inability to create an electronic conversation through the CPC Connect service.
- (h) The Bid Receiving Unit will send an acknowledgement of the receipt of Submission document(s) via the CPC Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of Submission document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- (i) Suppliers must ensure that that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in CPC Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the CPC Connect system.
- (j) A Submission transmitted by CPC Connect service constitutes the formal Submission of the Supplier and must be submitted in accordance with section 05.

Subsection 5.4 of [2008](#), Standard Instructions - Request for Supply Arrangements - Goods or Services, is amended as follows:

Delete: 60 days

Insert: 180 days

2.3 Section 2.2 (a) of Part 2 – Supplier Instructions is hereby deleted in its entirety and replaced with the following:

If Suppliers chooses to present their Submissions electronically using CPC Connect service, Canada requests that Suppliers submit in accordance with section 08 of the 2008 Standard Instructions. Suppliers are required to provide their Submission in a single transmission. The CPC Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The approved formats for documents are any combination of:

- A. PDF documents; and
- B. Documents that can be opened with either Microsoft Word or Microsoft Excel.

2.4 Section 3.5 of Part 3 – Submission Preparation Instructions is hereby deleted in its entirety and replaced with the following:

Section IV: Supply Chain Integrity Requirements

Unless applying under Stream 4, Suppliers must meet the Supply Chain Integrity (SCI) requirements outlined in Annex A – Qualification Requirements, M6 and M7, Tier 1 for up to Protected A and M10 and M11, Tier 2 for up to Protected B (Supply Chain Management) of the RFSA. The requirements must be met before a Supply Arrangement is awarded.

2.5 Section 3.6 of Part 3 – Submission Preparation Instructions is hereby deleted in its entirety and replaced with the following:

Section V: Security Clearance Requirements

- (a) **Security Clearance Requirements:** Unless applying under Stream 4, the Supplier must meet the security clearance requirements described in the requirements outlined in Annex A – Qualification Requirements, M4, Tier 1 for up to Protected A and M7, Tier 2 for up to Protected B (Personnel Security) of the RFSA. The requirements must be met before a Supply Arrangement is awarded.
- (b) **Contractor/Sub-processor/Subcontractor:** Unless applying under Stream 4, the Contractor/Sub-processor/Subcontractor must meet the security requirements outlined in Annex G – Security

Requirements for Canadian Contractor, Annex H – Security Requirements for Foreign Contractor, Annex I – SRCL for SaaS and Annex J – Security Classification Guide, as applicable.

- (c) **Timing:** Suppliers should take steps to obtain the required security clearance promptly. Unless applying under Stream 4, the security clearance requirements must be met before the award of a Supply Arrangement. Any delay in the award of a Supply Arrangement to allow the Supplier to obtain the required clearance will be at the sole discretion of PSPC.
- (d) **Joint Venture Supplier:** Unless otherwise specified in the solicitation, in the case of a joint venture Supplier, each member of the joint venture must meet the security requirements, outlined in (b) above.
- (e) **CCCS Conducts Clearance Process:** PSPC has an arrangement with the Canadian Centre for Cyber Security (CCCS) to process security clearances in parallel with the SaaS IT Security (ITS) Assessment, and does not control the process itself. It can be a lengthy process and Suppliers should initiate it as soon as possible. Suppliers will only be onboarded by CCCS once a Submission has been made which includes all necessary information and documents as detailed in Form 5, including acceptance of the terms and conditions of the Supply Arrangement and the Resulting Contract Clauses by way of a signed Form 1, and only during a published onboarding wave. This process is not required for Submissions under Stream 4; client departments who have a requirement to procure Solutions under Stream 4 will be responsible for conducting their own IT Security and Supply Chain Integrity Assessments. For additional information on the SaaS ITS Assessment process, Suppliers should refer to Annex L – SaaS IT Security (ITS) Assessment Program: Onboarding Process.

2.6 Section 6.7 (b) of Part 6 – Supply Arrangement is hereby deleted in its entirety and replaced with the following:

Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form part of the Supply Arrangement. Suppliers are permitted to update these terms and conditions on an on-going basis only if the changes will result in improvement and augmentation of the Services. Any terms and conditions of the SLA not related to service levels and service delivery, as detailed under 3.2 Section I: Technical Submission, (c) (v), will be deemed stricken and will not apply. No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

2.7 Section 6.8 (b) of Part 6 – Supply Arrangement is hereby deleted in its entirety and replaced with the following:

Any terms or conditions of the SUR that are purported to be incorporated by reference through URLs, read me files or otherwise form part of the Supply Arrangement. Suppliers are permitted to update these terms and conditions on an on-going basis only if the changes will result in improvement and augmentation of the Services. Any terms and conditions of the SUR not related to software usage rights will be deemed stricken and will not apply. No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

2.8 Section 6.16 of Part 6 – Supply Arrangement is hereby deleted in its entirety and replaced with the following:

Priority of Documents

If there is a discrepancy between the wordings 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:

- (a) The articles of the Supply Arrangement;
- (b) The general conditions [2020](#) (2017-09-21), General Conditions - Supply Arrangement - Goods or Services;
- (c) Annex A, Qualification Requirements;
- (d) Annex B, Security and Privacy Obligations
- (e) Annex E, Bid Solicitation Template;
- (f) Annex F, Resulting Contract Clauses;
- (g) Annex G, Security Requirements for Canadian Contractor;
- (h) Annex H, Security Requirements for Foreign Contractor;
- (i) Annex I, SRCL of SaaS;
- (j) Annex J, Security Classifications Guide;
- (k) Annex L, SaaS IT Security (ITS) Assessment Program: Onboarding Process;
- (l) Annex M – Supply Arrangement Quarterly Reports Template;
- (m) Annex N – List of Approved PWGSC and Client Authorities; and
- (n) The Supplier's Submission dated _____ (*insert date of Submission*) (*if the Submission was clarified or amended, insert at the time of issuance of the Supply Arrangement: "as clarified on _____" or "as amended _____". (Insert date(s) of clarification(s) or amendment(s), if applicable).*
- (o) Annex C, SaaS Solutions and Professional Services Ceiling Prices
- (p) Annex D, SaaS Service Level Agreements (SLA)

(q) Annex O, Software Usage Rights (SUR)

2.9 Annex A, Tier 1, M6 is hereby deleted and replaced with the following:

M6	Supply Chain Management	<p>The Supplier must provide a third party supplier list containing information on any third parties (e.g. subsidiaries, subcontractors, including Cloud Service Providers, etc.) that would provide Canada with the proposed Commercially Available Public Software as a Service.</p> <p>For the purposes of this requirement, a company who is merely a supplier of goods to the Software as a Service Provider of the proposed Commercially Available Public Software as a Service, but who does not perform any portion of the supply chain that could provide Canada with the proposed Commercially Available Public Software as a Service, is not considered to be a third party.</p> <p>Please note: Suppliers are advised that subsequent procurement Streams may require the Supplier to notify Canada regularly when there are updates to the list of third party suppliers.</p>	<p>The Supplier must provide documentation list of Sub-processors that could be used to perform any part of the Services in providing Canada with the Services. The list must include the following information (i) the name of the Sub-processor; (ii) the identification of the scope activities that would be performed by the Sub-processor; and (iii) the location(s) where the Sub-processor would perform the activities required to support the Services.</p> <p>For SaaS, the Contractor must demonstrate that the IaaS/PaaS leveraged by the Services ensures:</p> <p>(a) Supplier Sub-processors have been assessed by the CCCS Program; and</p> <p>(b) Supplier meet the security obligations for Sub-Processors and/or Subcontractors outlined by the Supplier, for the life of the contract.</p> <p>If the Supplier of the proposed Commercially Available Public Software as a Service does not use any third parties to perform any part of the supply chain that could provide Canada with the proposed Commercially Available Public Software as a Service, the Supplier is requested to indicate this in their response to this requirement.</p>
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2.10 Annex A, Tier 1, M7 is hereby deleted and replaced with the following:

M7	Supply Chain Risk Management	<p>The Supplier of the proposed Commercially Available Public Software as a Service must implement safeguards to mitigate supply chain threats and vulnerabilities to IT services. This includes, but is not limited to, designing and implementing controls to mitigate and contain data security risks through proper separation of duties, role-based access, and least-privilege access for all personnel within the supply chain.</p>	<p>The Supplier must demonstrate how the Software as a Service Provider of the proposed Commercially Available Public Software as a Service complies with the requirements in Supply Chain Risk Management Requirements as documented under the Software as a Service Provider Information Technology Security Assessment program.</p> <p>To be considered compliant, the provided documentation must demonstrate compliance by providing one of the following two options:</p> <p>1. ISO/IEC 27001 Certificate; or</p> <p>2. SOC 2 Type II Report</p>
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2.11 Annex A, Tier 2, M11 is hereby deleted and replaced with the following:

M11	Supply Chain Risk Management	<p>The Supplier of the proposed Commercially Available Software as a Service must implement safeguards to mitigate supply chain threats and vulnerabilities to IT services in order to maintain confidence in the security of the sources of information systems and the IT components used to provide Services. This includes, but is not limited to, designing and implementing controls to mitigate and contain data security risks through proper separation of duties, role-based access, and least-privilege access for all personnel within the supply chain.</p>	<p>The Supplier must demonstrate how the Supplier of the proposed Commercially Available Software as a Service complies with the requirements in the Supply Chain Risk Management Requirements as documented under the Supplier Information Technology Security Assessment program.</p> <p>To be considered compliant, the provided documentation must demonstrate that the Commercially Available Software as a Service supply chain risk management approach aligns with all of the following best practices:</p> <ol style="list-style-type: none"> 1. Certificates for ISO/IEC 27001; 2. ISO/IEC 27017; 3. ISO/IEC 27018; and 4. SOC 2 Type II Report <p>The SCRM Plan must be independently assessed and validated by an independent third party certified under AICPA or CPA Canada, and/or ISO certification regime.</p> <p>The Suppliers must indicate where in the Submission the reference material can be found, including the title of the document, and the page and paragraph numbers.</p>
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2.12 Section 7.0 of Annex B– Security & Privacy Obligations is hereby deleted in its entirety and replaced with the following:

Network and Communications Security

The Supplier must:

- Provide the ability for Canada to establish secure connections to the Services, including providing data-in-transit protection between Canada and the Service using Transportation Layer Security (TLS) 1.2, or subsequent versions;
- Use up-to-date and supported protocols, cryptographic algorithms and certificates, as outlined in Communication Security Establishment's (CSE's) ITSP.40.062 (<https://cyber.gc.ca/en/guidance/guidance-securely-configuring-network-protocols-itsp40062>) and ITSP.40.111 (<https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111>);
- Use correctly configured certificates within the TLS connections in accordance with CSE guidance; and
- Provide the ability for Canada to implement network access controls and security rules to limit access to Canada's SaaS Resulting Solution to Canada resources.

2.13 Annex D – SaaS Service Level Agreements is hereby deleted in its entirety and replaced with the following:

Only terms and conditions in the SLA, detailed under 3.2 Section I: Technical Submission, (c) (v), related to service levels and service delivery will apply. Any terms and conditions of the SLA not related to service levels and service delivery will be deemed stricken and will not apply. Suppliers may submit their SLAs by way of URLs. Suppliers are permitted to update their SLAs on an ongoing basis, providing that the changes to the SLA do not represent a decrease in the level of service being provided. Where a Supplier wishes to add a new SaaS Solution to their Supply Arrangement, the SLA(s) must be resubmitted to the Supply Arrangement Authority for

acceptance prior to the SLA(s) being incorporated into the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise as identified in the SLA(s) form part of the Supply Arrangement. Suppliers are permitted to update these terms and conditions that are incorporated by reference through URLs, read me files or otherwise as identified in the SLA(s), on an ongoing basis, providing that the changes will only result in improvement and augmentation of the Services.

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

2.14 Annex E – SaaS Bid Solicitation Template is hereby amended to reflect the updated title of Canada Post Corporations Connect service “epost connect” to “CPC Connect”.

2.15 Section 2.2 of Annex E – SaaS Bid Solicitation Template is hereby deleted in its entirety and replaced with the following:

Submission of Bids

Sections 05 to 10 of Standard Instructions 2003 provide additional instructions and guidance to Bidders on the submission of bids. Review these sections before adding additional clauses to ensure there is no duplication or contradictory information.

Include the following paragraph if the BRU address, BRU facsimile and BRU email address required for delivery and/or transmission of bids are provided on page 1 of the bid solicitation.

Bids must be submitted only to PSPC Bid Receiving Unit (BRU) by the date, time and place indicated in the bid solicitation.

Note: For bidders choosing to submit using CPC Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.pareceptiondessomissions-apbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open a CPC Connect conversation, as detailed in Standard Instructions 2003, or to send bids through a CPC Connect message if the bidder is using its own licensing agreement for CPC Connect.

Or

Include the following paragraph if the BRU address, BRU facsimile and BRU email address required for delivery and/or transmission of bids are not provided on page 1 of the bid solicitation.

Bids must be submitted only to the PSPC Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation:

_____ (BRU identification)

_____ (physical delivery address)

_____ (city, province, postal code)

_____ (enter email address for CPC Connect service)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open a CPC Connect conversation, as detailed in Standard Instructions 2003, or to send bids through a CPC Connect message if the bidder is using its own licensing agreement for CPC Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PSPC will not be accepted.

2.16 Annex N – List of Approved PSPC and Client Authorities is hereby deleted in its entirety and replaced with the following:

Authorized client authorities		
Authorized client department or agency	User agreement effective date	Prime contact
Administrative Tribunals Support Service of Canada	2021-02-16	Christine Vachon (christine.vachon@tribunal.gc.ca)
Atlantic Canada Opportunities Agency	2022-03-25	Josée Belliveau (josee.belliveau@acoa-apeca.gc.ca)
Canada Border Services Agency	2022-04-07	Michel Derouin (michel.derouin@cbsa-asfc.gc.ca)
Canada School of Public Service	2021-03-17	Anick Mathieu (anick.mathieu@csps-efpc.gc.ca)

Canadian Armed Forces – Directorate of Aerospace Procurement	2021-03-29	Donald Godbout (donald.godbout@forces.gc.ca)
Canadian Food Inspection Agency	2021-05-18	Lisa Chaykowski (lisa.chaykowski@inspection.gc.ca)
Canadian Institutes of Health Research	2021-06-21	Julie Morin (julie.morin@cihr-irsc.gc.ca)
Canadian Revenue Agency	2021-06-24	Di Chen (di.chen@cra-arc.gc.ca) Jing Gou (jing.gou@cra-arc.gc.ca)
Correctional Services Canada	2021-03-12	Elizabeth Wheeler (elizabeth.wheeler@csc-scc.gc.ca)
Canadian Space Agency	2021-10-13	Jean-Denis Bisson (jean-denis.bisson@canada.ca)
Department of Canadian Heritage, Contracting and Material Management Directorate	2022-02-14	Eric Lanthier (eric.lanthier@canada.ca)
Department of Finance Canada	2021-09-09	Nick Plettenberg-Dussault (nicholas.plettenberg-dussault@fin.gc.ca)
Department of National Defence, Assistant Deputy Minister (Finance)	2022-01-19	Caleb Wallace (ADMFinProcurement-ApprovisionnementSMAFin@forces.gc.ca)
Department of National Defence – ADM (HR-Civ) DGHRS	2021-08-18	Emely Ospino (emely.ospino@forces.gc.ca)
Department of National Defence, Directorate of Land Procurement	2022-02-08	Julianne Eng (julianne.Eng@forces.gc.ca)
Elections Canada	2021-01-20	Adrian Bennett (adrian.bennett@elections.ca)
Environment and Climate Change Canada	2021-02-26	Josee Francoeur (josee.francoeur@canada.ca)
Fisheries and Oceans Canada	2021-12-09	Jason Picco (jason.picco@dfo-mpo.gc.ca)
Global Affairs Canada	2021-03-28	Elena DiCola (elena.dicola@international.gc.ca)
Global Affairs Canada, Platform Corporate Services, AAD	2021-11-08	Alexander Jeske (alexander.jeske@international.gc.ca)
Health Canada / Public Health Agency of Canada	2020-11-23	Jesse Arsenault (jesse.arsenault@canada.ca)
Immigration, Refugees and Citizenship Canada – Administration, Security, and Accommodations	2021-06-16	Jodie Thomas (jodie.thomas@cic.gc.ca)
Immigration, Refugees and Citizenship Canada – IT Branch	2020-11-30	Jean-Bernard Tessier (jean-bernard.tessier@cic.gc.ca)
Indigenous Services Canada, Material and Asset Management Directorate	2022-03-15	Pamela Stewart (pamela.stewart6@isc-sac.gc.ca)
Indigenous Services Canada, Population Health and Primary Care Directorate	2021-12-20	Stuart Malcolm (stuartleroy.malcolm@sac-isc.gc.ca)
Natural Resources Canada	2021-04-01	Leanne Callery (leanne.callery@canada.ca)
Parks Canada	2021-09-01	Pat Alguire (pat.alguire@canada.ca)
Privy Council Office	2021-12-01	Adam Rouleau (adam.rouleau@pco-bcp.gc.ca)
Public Prosecution Service of Canada, Finance and Acquisition Directorate	2022-02-11	Luc Rossy (luc.rossy@ppsc-sppc.gc.ca)
Public Service Commission	2021-05-20	Guillaume Gagnon (guillaume.gagnon2@canada.ca)
Public Services and Procurement Canada,	2020-11-10	Jacob Guillot (jacob.guillot@tpsgc-pwgsc.gc.ca)

Applications and Software Procurement Directorate		
Public Services and Procurement Canada – Departmental Acquisition Services	2021-06-08	Marlee Diamond (marlee.diamond@tpsgc-pwgsc.gc.ca)
Public Services and Procurement Canada - Human Resources Branch	2021-02-28	Vanessa Primeau (vanessa.primeau@tpsgc-pwgsc.gc.ca)
Public Services and Procurement Canada - Real Property Services Branch & Property and Facility Management Service Line & Operations and Emergency Management Directorate	2021-03-08	Martin Audette (martin.audette@tpsgc-pwgsc.gc.ca)
Royal Canadian Mounted Police	2021-05-06	Crystal Rodger (crystal.Rodger@rcmp-grc.gc.ca)
Statistics Canada	2020-11-17	Marie-Lyne Carr (marie-lyne.carr@canada.ca)
Veterans Affairs Canada	2021-02-19	Susan O'Brien (susan.obrien@canada.ca)

2.17 Annex O – Software Usage Rights (SUR) is hereby deleted in its entirety and replaced with the following:

Only terms and conditions in the SUR, detailed under 3.2 Section I: Technical Submission, (c) (viii), related to software usage rights will apply. Any terms and conditions of the SUR not related to software usage rights will be deemed stricken and will not apply. Suppliers may submit their SURs by way of URLs. Suppliers are permitted to update their SURs on an ongoing basis, providing that the changes to the SUR do not represent a decrease in service levels and the changes are acceptable to Canada. Where a Supplier wishes to add a new SaaS Solution to their Supply Arrangement, the SUR(s) must be resubmitted to the Supply Arrangement Authority for acceptance prior to the SUR(s) being incorporated into the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise as identified in the SUR(s) form part of the Supply Arrangement. Suppliers are permitted to update these terms and conditions that are incorporated by reference through URLs, read me files or otherwise as identified in the SUR(s), on an ongoing basis, providing that the changes will only result in improvement and augmentation of the Services.

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

2.18 Form 1- Request for Supply Arrangement (RFSA) Submission Form of solicitation EN578-191593/F is hereby deleted in its entirety and replaced with the editable version under the Attachments section of the Tender Notice page: RFSA - SaaS Method of Supply (GC Cloud) (EN578-191593/F).

2.19 Section 1.3 of Annex F – Resulting Contract Clauses is hereby deleted in its entirety and replaced with the following:

(Note to Contracting Authority: Optional clause to be used when professional services are required. If professional services are required, only include the professional services that are made available through the Contractor's Annex C- SaaS Solutions and Ceiling Prices) **Professional Services.** The Contractor agrees to provide the following Professional Services, as and when requested by Canada, using the Task Authorization process:

- (a) Quick Start Guide (“QSG”) training and services package;
- (b) implementation services;
- (c) training services;
- (d) data cleansing, migration and transition services; and
- (e) advisory services.

- 2.20 After Section 16.12 of Annex F – Resulting Contract Clauses, insert Section 17 entitled “Software Usage Rights (SUR)” as follows:**

Software Usage Rights (SUR)

Only terms and conditions included in a Suppliers SUR(s), detailed under 3.2 Section I: Technical Submission, (c) (viii), related to software usage rights will apply and forms part of the contract. Any terms and conditions within Annex O – SaaS SUR (s) which include pricing information, such as (but not limited to) those that attempt to impose financial conditions, pricing terms, or compliance penalties, shall be deemed stricken and are of no force or effect.

- 2.21 In Appendix B – Definitions and Interpretations, insert the term “Contract Period” with the following definition:**

“Contract Period”	Means the entire period of time during which the Contractor is obliged to provide the Services and perform the Work.
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- 2.22 Section 5 (c) of Appendix C – Security Obligations is hereby deleted in its entirety.**

- 2.23 Section 11 (b) of Appendix C – Security Obligations is hereby deleted and replaced with the following:**

If applicable, the Contractor must have a supply chain risk management approach including a Supply Chain Risk Management (SCRM) Plan that is aligned with one of the following best practices described under the Annex A – Qualification Requirements - Supply Chain Risk Management, mandatory requirement ID; M7 of Tier 1 and M11 of Tier 2.

- 3.0 Minor administrative changes that do not affect the meaning and impact of the terms and conditions throughout.**
- 4.0 Part 6 – Supply Arrangement of solicitation EN578-191593/F is hereby deleted in its entirety and replaced with the editable version under the Attachments section of the Tender Notice page: RFSA - SaaS Method of Supply (GC Cloud) (EN578-191593/F).**
- 5.0 Annex F – Resulting Contract Clauses of solicitation EN578-191593/F is hereby deleted in its entirety and replaced with the version under the Attachments section of the Tender Notice page: RFSA - SaaS Method of Supply (GC Cloud) (EN578-191593/F).**
- 6.0 Form 1 - Request For Supply Arrangement Submission Form of solicitation EN578-191593/F is hereby deleted in its entirety and replaced with the editable version under the Attachments section of the Tender Notice page: RFSA - SaaS Method of Supply (GC Cloud) (EN578-191593/F).**
- 7.0 Solicitation EN578-191593/F is hereby deleted in its entirety and replaced with a new version that incorporates Amendment 001 to Amendment 018:**

Please find attached in this amendment the following documents containing modifications to the RFSA solicitation documents:

1. RFSA – SaaS Method of Supply (GC Cloud) – (EN) – Amendment 018; and
2. Annex F – SaaS Resulting Contract Clauses – (EN) – Amendment 018

ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR SUPPLY ARRANGEMENT REMAIN UNCHANGED.