

GLOSSARY OF TERMS

Agent

An agent authorized by the Contractor can only perform one or more of the following duties under the terms of this contract and any corresponding amendment. An agent can provide billing information, invoicing, consumption reporting services, and receive payment on behalf of the Contractor..

Applicable Taxes

Applicable taxes are the Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax, by law, payable by Canada, such as the Quebec Sales Tax (QST) as of April 1, 2013.

Asset

Assets are all information technology resources used, accessed or managed by the Supplier to provision and deliver the Services described in this Agreement. Assets may include, without limitation, all technology resources at the Supplier's Service locations or on-premise at the Supplier's or a Supplier Subcontractor's data center, networking, storage, services, virtualization, platforms, operating systems, middleware and applications.

Average Rate

The simple arithmetic mean of the Bank Rates is in effect at 4:00 PM Eastern Time each day during the calendar month, immediately before the monthly payment is made.

Bank Rate

The rate of interest established from time to time by the Bank of Canada as the minimum rate at which the Bank of Canada makes short-term advances to members of the Canadian Payments Association.

“Canada,” “Crown,” “Her Majesty,” “the Government,” or “The Government of Canada”

Means Her Majesty the Queen in right of Canada as represented by the Minister of Public Works and Government Services and any other person duly authorized to act on behalf of that Minister or, if applicable, an appropriate Minister to whom the Minister of Public Works and Government Services has delegated their powers, duties or functions and any other person duly authorized to act on behalf of that Minister.

Canada's Data

Means information or data, regardless of form or format:

- a) disclosed by or related to the Canada's personnel, clients, partners, joint venture participants, licensors, vendors or suppliers through the use of the Cloud Services;
- b) disclosed by or related to End Users of the Cloud Services; or
- c) collected, used or processed by, or stored in the course of providing the Cloud Services; which is directly or indirectly:

- i. disclosed to the Supplier or Supplier Subcontractors by or on behalf of the Canada or End Users;
- ii. to which the Supplier or any Supplier Subcontractors obtains access, intentionally or inadvertently;
- iii. resident on any Asset, or on any other network, System or Hardware used or managed for Canada by the Supplier for the Services and Supplier's services, including Supplier Infrastructure; or
- iv. generated, developed, acquired or otherwise obtained by the Supplier or any Supplier Subcontractor or Sub-processor as part of or in the course of providing the Services; and includes all information derived from such information and all metadata forming part of or associated with such information. For greater certainty, "Canada Data" includes all information and data stored in or processed through the Services, Assets

Client

The department or agency for which the Work or Services are performed under the Contract. In such respect, the Client may refer to any Government Department, Departmental Corporation or Agency, or other Crown entity described in the Financial Administration Act (as amended from time to time) and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act.

Cloud Computing¹

A model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

Cloud Infrastructure²

The collection of hardware and software that enables the five essential characteristics of cloud computing. The cloud infrastructure can be viewed as containing both a physical layer and an abstraction layer. The physical layer consists of the hardware resources necessary to support the cloud services and typically includes server, storage and network components. The abstraction layer consists of the software deployed across the physical layer, which manifests the essential cloud characteristics. Conceptually the abstraction layer sits above the physical layer.

Cloud Service(s)

Cloud Services are service offerings which deliver a Cloud computing model that enables ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g. networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

Cloud Service Provider (CSP)

¹ Standards and Technology (NIST) definition of Cloud Computing, located in SP 800-145

² NIST

The entity that owns, operates and maintains the physical infrastructure on which a Solution is hosted and from which a Solution is distributed. A CSP may also be a SaaS provider if they host and distribute their third-party solutions.

Contract

The Articles of Contract, any general conditions, any general supplemental conditions, annexes, appendices and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.

Contractor

The entity delivering the Cloud Services to the Government of Canada and its partners. It is the entity approved referenced as the 'Contractor' on the Resulting Contract, which may include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.

Contract Period

The Contract Period is the entire period of time during which the Contractor is obliged to provide the Services and perform the Work.

Contract Price

The amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Applicable Taxes.

Commercially Available

A product or service available to the public to obtain for use or consumption and requires no special modification or maintenance over its life cycle.

Compromise³

A breach of government security includes, but is not limited to, unauthorized access to

- Disclosure, modification, use, interruption, removal or destruction of sensitive information or assets, causing a loss of confidentiality, integrity, availability or value;
- Any action, conduct, threat or gesture of a person toward an employee in the workplace or an individual within federal facilities that caused harm or injury to that employee or individual; and,
- Events causing a loss of integrity or availability of government services or activities.

Cost

The cost determined according to Contract Cost Principles 1031-2 as revised to the date of the bid solicitation or, if there was no bid solicitation, the date of the Contract.

Deliverable(s)

Any discrete part of the Work to be performed for Canada when used generally.

³ GC Cyber Security Event Management Plan

End-User

Any individual or system process acting on behalf of an individual authorized by Canada to access the Cloud Services.

Error

Any instruction or statement contained in or absent from the Contracted expectations, which, by its presence or absence, prevents the Contract from operating in accordance with the Specifications.

Federal Government Working Day

Monday to Friday, 8:00 am to 4:00 pm Eastern Time, excluding statutory holidays observed by Canada.

Information Assets

Any individual data element of such Canada Data.

Information Spillage

Refers to incidents where an Information Asset is inadvertently placed on an Asset or System that is not authorized to process it (e.g. ITSG-33, IR-9).

Infrastructure as a Service (IaaS)

The capability provided to the consumer to provision processing, storage, networks, and other fundamental computing resources where the consumer can deploy and run arbitrary software, including operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, deployed applications, and possibly limited control of select networking components (e.g., host firewalls).

Master Account

An account with root-level privileges to generate client accounts or sub-accounts that will enable departmental access to commercially available public cloud services.

Metadata⁴

Information describing the characteristics of data includes, for example, structural metadata describing data structures (e.g. data format, syntax and semantics) and descriptive metadata describing data contents (e.g. information security labels).

On-Demand Cloud Services

A consumer can automatically unilaterally provision computing capabilities, such as server time and network storage, without requiring human interaction with each service provider.

⁴ NIST SP 800-53, Rev. 4

Overdue

The time when an amount is unpaid on the first day following the day it is due and payable according to the Contract.

Party

Means Canada, the Contractor, or any other signatory to the Contract and “Parties” means all of them.

Personal Information⁵

Information about an identifiable individual recorded in any form, as defined in section 3 of the Privacy Act. Examples include, but are not limited to, information relating to race, nationality, ethnic origin, religion, age, marital status, address, education, and an individual's medical, criminal, financial or employment histories. Personal information includes any identifying number or symbol assigned to an individual, such as the social insurance number.

Platform as a Service (PaaS)

The capability provided to the consumer is to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages, libraries, services and tools supported by the provider. The consumer does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, or storage, but controls deployed applications and possibly configuration settings for the application-hosting environment.

PaaS Infrastructure

Platform infrastructure managed by the Contractor and provided as a Service (e.g. Data Centre, Networking, Storage, Servers, Virtualization platform, O/S, Middleware, and Runtime), including the Systems, Hardware and Software used to manage, operate, and provision the PaaS Infrastructure.

Privacy Breach

A privacy breach involves the improper or unauthorized collection, use, disclosure, retention and disposal of Personal Information.⁶

Processor

Means a natural or legal person, public authority, agency or other body that processes Personal Information on behalf of, and in accordance with the instructions of, Canada.

Public Cloud

Cloud infrastructure provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic or government organization, or a combination. It exists on the premises of the cloud provider.

Public Cloud Services

⁵ Definition from Government of Canada Justice Laws Website: <https://laws-lois.justice.gc.ca/eng/acts/P-21/section-3.html>.

⁶ TBS Guidelines for Managing Privacy Breaches

A shared pool of configurable Cloud Computing service models made available to users as a rapid, on-demand, elastic self-service via the Internet from a Cloud Service Provider's servers instead of being provided from a company's on-premises servers.

“Public Services and Procurement Canada” or “Public Works and Government Services Canada”

The Department of Public Works and Government Services as established under the Department of Public Works and Government Services Act.

Security Event

An event, omission or situation may be detrimental to government security, including threats, vulnerabilities, and security incidents. Examples of cyber security events include but are not limited to disclosure of new vulnerabilities, intelligence that a threat actor may be planning an attack against a GC information system - e.g. Distributed Denial of Services (DDOS) attack; and attempts at breaching the network perimeter, etc.⁷

Security Event Log

Any event, notification or alert that a device, systems or software is technically capable of producing in relation to its status, functions and activities. Security Events Logs apply to all devices, systems and software that are technically capable of producing event logs that can be used in security investigations, auditing and monitoring. Examples of Systems that can produce security event logs are but are not limited to: firewalls, intrusion prevention systems, routers, switches, content filtering, network traffic flow logs, networks, authentication platforms, servers, operating systems, web servers, databases, applications, application layer 7 firewalls, etc.

Security Incident

Any event (or collection of events), act, omission or situation that has resulted in a compromise.

- Every cyber security incident is a cyber security event (or collection of cyber security events), but not every cyber security event is a cyber security incident
- Examples of cyber security incidents: Active exploitation of one or more identified vulnerabilities, exfiltration of data, failure of a security control, breach of a cloud-hosted or managed GC service

Services

- a) Granting usage rights to the Cloud Service(s); providing Cloud Service(s) Documentation;
- b) maintaining, upgrading and updating the Cloud Service(s);
- c) managing incidents and defects to ensure the Cloud Service(s) operates at the applicable service levels; and
- d) providing incidental and additionally required information technology infrastructure services required to deliver the Cloud Service(s).

⁷ GC Cyber Security Event Management Plan

Service Level Agreement (SLA)

An agreement between the Supplier and Canada defining the level of service expected from the Supplier.

Service Location(s)

Any facility, site or other physical location owned, leased, provisioned or otherwise occupied by the Supplier or any Supplier Sub-processor from which the Supplier or any Supplier Sub-processor provides any Public Cloud Services.

Software as a Service (SaaS)⁸

SaaS pertains to the service model through which the capability provided to the consumer is to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin client interface, such as a web browser (e.g. web-based email) or a program interface. The consumer does not manage or control the underlying cloud infrastructure, including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

Cloud Service(s) Availability

The percentage of minutes in a month the Cloud Service(s) is operational.

Cloud Service(s) Documentation

All manuals, handbooks, user guides and other human-readable materials to be provided by the Contractor to Canada under the Contract for use with the Cloud Service(s).

Subcontractor

Any person to whom the Contractor subcontracts the performance of the Contractor's services, in whole or in part.

System

Any combination of hardware and software, including any communications line or network device, used to provide the link between this combination of hardware and software related to the services.

Usage Rights

Granting access to and use of a Solution, also sometimes known as a subscription license

User

A User is any individual or system process acting on behalf of an individual authorized by Canada to access the Services.

⁸ NIST

Value-Added Reseller (VAR)

A VAR is a Supplier who is an affiliate, partner, value-added reseller or channel distributor of SaaS. VAR does not include a Software Publisher, a SaaS, or a SaaS CSP.

Work

All efforts made through a professional services engagement to produce a deliverable or perform or provide a service that the supplier must offer under the terms of the Contract.