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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 Hosted Internet Search Service	
Solicitation No. - N° de l'invitation G9292-227373/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client PReq 100017373	Date 2023-04-17
GETS Reference No. - N° de référence de SEAG PW-\$EEM-016-41410	
File No. - N° de dossier 016eem.G9292-227373	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 2023-04-25 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: Smyth, Meghan	Buyer Id - Id de l'acheteur 016eem
Telephone No. - N° de téléphone (343) 574-2678 ()	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

Amendment 002

This solicitation amendment is issued to answer questions from the Industry.

Item	Question	Answer
1	In section Annex A, section 5 (Scope), it is stated that Canada desires "a solution that produces relevant and well-organized search results out-of-the-box with little, or no, search result tuning". Is the intention to use no relevance tuning rules or automated machine learning models at all? In the same section, there is a requirement to "Enable ESDC personnel to create and update indexes, indexing rules, search forms, result pages, and result rankings (promotions)." Is it possible to clarify how much additional "tuning" would be desirable?	<p>The configuration developed by the provider, in collaboration with Service Canada, should perform well when it goes live on Canada.ca.</p> <p>Service Canada wants to have the option to use all features available.</p> <p>Service Canada and the provider will collaborate on an ongoing basis to maintain, enhance, modify, fine tune, etc. the configuration.</p>
2	In Annex I, for the Relevance Test, the instructions specify that "The Bidder should limit the index to sites within the *.gc.ca and Canada.ca domains". Does this mean all of the *.gc.ca and canada.com domains? Just those pertaining to Employment and Social Service Development Canada? Or other specific sites?	<p>The index for the Relevance Test should only include:</p> <ol style="list-style-type: none">1. https://www.canada.ca2. https://pm.gc.ca/3. https://deputypm.canada.ca/4. https://www.elections.ca
3	Do the Accessibility requirements described in Annex J apply only to the user-facing search application? Or also to the Administration UI?	The accessibility requirements specified in Annex J apply to user-facing search application and to Administration UI.
4	In Part 8.1 Annex A – Statement of Work at number 4, you ask for hosting on an SSC certified 3rd party Cloud service provider. Which 3rd party Cloud service providers are SSC certified?	The list of SSC certified 3rd party providers can be found by accessing this link: GC Cloud FA (canada.ca)
5	In the Administrator Use Case (Annex A, section 5.3), there are multiple steps described that involve the Contractor's support team approving and managing deployment of changes from staging to production. In addition, there is a mention that Service Canada team members must have read permission to the production environment. This feels like a full "managed services" request. On the other hand, in the Point Rated Criteria (section 14.3) there are a number of requirements regarding changes that a Service	<p>Service Canada is looking for a managed search service (MSS). Its availability, reliability, performance, security, etc. will be the contractor's responsibility.</p> <p>Service Canada will have read and write access in staging and limited access in production for self-serve purposes such as the ability to add or remove pages from the index.</p>

	Canada Developer could make to relevance rules and layout options. Is a full managed service required, with the Contractor managing any and all configuration changes to indexing and search configuration? Or does Service Canada want to be empowered to allow it's Developers to manage the production environment, with advice and assistance from the Contractor? Both are possible, but we would like to clarify the requirement in order to provide appropriate pricing.	
6	In the Administrator Use Case (Annex A, section 5.3). Understanding the volume may evolve over time, can you share the number or approximation of configuration change packages that were deployed from staging to production per year (or month) in the past few years or the approximation of expected deployments in the coming contract years.	Service Canada opened 400 tickets with the current provider in the last 2 years.
7	In Annex A, section 14.2, row 24, there is a list of file types to be indexed, including a number that do not currently seem to be used on the canada.ca sites, such as Lotus 123 & WordPro. Are these required to be supported?	Please identify the unsupported file types from the list in your bid.
8	Part 7, Section 7.4.2 A) You ask: "The virtual training must be provided in a virtual classroom setting with a real instructor. Virtual classes are expected to be for up to 15 students and held at virtual platform approved by the Client and Contracting Authority". We have very extensive self-paced training available online, and personalized onboarding & customer success service (with a real success manager). Would you accept this instead of a more traditional approach with a real instructor?	Service Canada is open to alternatives as long as virtual (not in-person) training is available, and a capable representative is made available to answer to questions.
9	Question regarding Part 7 – Resulting Contract Clauses. All our contracts must contain terms that are aligned with our operations and products. We are happy to incorporate Canada's must-have in our contractual ensemble, but some clauses would require adaptation to reflect our practices. Can the resulting contract clauses be the object of good faith negotiations between the the Bidder and Canada?	By submitting a bid against this RFP you are agreeing to the resulting clauses in Part 7. The contract must come from Canada and be Canada's terms and conditions. We can negotiate some of the terms and conditions, but Canada cannot use or agree to a contract document from the vendor. Additional clauses may be added as a separate Annex and will be noted under 7.8 Priority of Documents with all other current clauses and Annexes appearing first.
10	Question regarding Mandatory Contractor Requirement number 16. Our privacy practices are aligned with industry standards and are inspired by Privacy Management Framework and policy requirements that are specified in	Service Canada will consider a pass for this requirement as long as you are sending documents demonstrating that you are in the process to obtain the certification.

	the ISO Standard 29100, but we do not hold this certification at the moment. We are, however, in the process of being ISO 27001 certified. Does requirement 16 require the Bidder to hold the certification or to abide by similar principles?	
11	Due to the complexity of the RFP requirements, we would like to request an extension. Would Canada please extend the closing date to April 25?	An extension has been granted until April 25, 2023.
12	<p>The MSS must deliver, enable and support the following volumetric requirements: Index up to 50 million documents for all clients. Add and remove up to one (1) million documents within a period of one (1) calendar day:</p> <p>Will all 50 million documents need to be searched within a single user experience (i.e., a single .ca website) or does the 50 million represent the index for multiple sites? If multiple sites, what is the average index size by site and the index size for the largest site?</p>	<p>Service Canada manages search pages offering different user experiences. There is a generic search interface responding to search requests by querying the whole index and there are other search pages querying only part of the index.</p> <p>The current index is comprised of documents from Canada.ca and a variety of other sites operated by the Government of Canada.</p> <p>The solution needs to be able to search 50 million documents within a single user experience.</p>
13	<p>The MSS must deliver, enable and support the functionality to crawl publicly available Internet websites identified by the Administrators, and build and maintain a searchable index of content for the following file formats:</p> <p>Adobe Portable Document Format, Postscript (.PDF, .ps); Microsoft Office (.doc, .docx, .xls, .xlsx, .ppt, .pptx, .rtf); Lotus 1-2-3 (wk1, wk2, wk3, wk4, wk5, wki, wks); Lotus WordPro (lwp); OpenOffice (.odp, .ods, .odt); Text (.txt, .csv); HTML (hypertext markup language, .htm, .html and other file extensions); XML (extended markup language); and, JSON (JavaScript Object Notation).</p> <p>In addition to crawling, can files, pages, etc. be accessed directly from the data source (such as the Content Management System) via API to create the index?</p>	<p>The crawling will need to be completed using sitemaps.</p> <p>The current index is comprised of documents from Canada.ca and a variety of other sites operated by the Government of Canada.</p> <p>Of those sites, only Canada.ca is known to support API calls. The content for Canada.ca can be crawled also through API calls, the response will be in JSON format, e.g. https://www.canada.ca/en/services/benefits/jcr:content.json</p>
14	Annex B: Basis of Payment:	Yes, 150 million queries per year. While we do not anticipate exceeding 150 million queries per year, the managed search service should be able to process more if needed. The

	ESDC refers to 150,000,000 queries. Is that on an annualized basis? What, if any, is the anticipated growth?	historical yearly peak is 120M with a high level of fluctuation from year to year.
15	Annex B: Basis of Payment: How many administrators would ESDC require for ongoing modifications to the search platform?	ESDC would require an estimated number of 10 employees accessing the administration console.
16	14.3 Point Rated (R) Criteria: To clarify how the GC is grading responses, which takes priority; the mandatory nature of the requirements or the point grading system associated with the requirements?	The Mandatory requirements must be met to be considered a compliant bid. Once a bid has passed the Mandatory requirements, Canada will then score the rated requirements to rank the bidders and then the bid is evaluated on a 60% Point -Rated (technical merit) and 40% price.
17	14.3 Point Rated (R) Criteria: We are assuming that GC's preference on single-tenancy is based on security. Inclusive or exclusive of this, what are the driving factors that GC is preferring single-tenancy?	The preference for single-tenancy is based on security, reliability, performance and availability.
18	14.3 Point Rated (R) Criteria: For clarification purposes, is GC requesting that bidders fill out/score themselves in section 14.3?	It is requested the bidders shows how they meet the rated or where in the bid it can be found, but ESDC will evaluate the bids Technical score if the bid has passed the Mandatory requirements.
19	Our business intends to propose a solution for Managed Search Service (SaaS) which requires a SaaS solution hosted on a SSC certified 3rd party Cloud service provider. Can you help us better understand how we can meet this requirement? Our solution can be hosted on: <ul style="list-style-type: none"> • AWS GovCloud, • Azure GovCloud, • GCP GovCloud, • or in SSC data centers using on-premise appliances. However, we do not have any existing certification with SSC. Can we meet the SSC certification requirement by leveraging one of the hosting options above? If certification is required for our service directly, what steps should we take to obtain it?	The list of SSC certified 3 rd party providers can be found by accessing this link: GC Cloud FA (canada.ca) . The bidder does not need a certification with SSC, it needs to use solutions provided by the SSC certified 3 rd party providers.
20	Section 5.4: I notice there is a requirement to adhere to Treasury Board Information Technology Policy. Is this for protected A and protected B data?	The managed search service will need to comply with this requirement as stated.

Solicitation No. – N° de l'invitation
G9292-227373/B

Amd. No – N° de la modif.
002

Buyer ID – Id de l'acheteur
016EEM

Client Ref. No. – N° de réf. De client

File No. – N° du dossier

CCC No./ N° CCC – FMS No/ N° VME

		<p>5.4 Open Standards, Interfaces and Protocols</p> <p>The MSS must support the following open standards:</p> <ol style="list-style-type: none">Hypertext Transfer Protocol Secure (HTTPS) utilizing the Transport Layer Security (TLS) protocol version 1.2 or higher http://www.ietf.org/rfc/rfc2246.txtHTTP protocol RFC 2068 http://www.rfc-editor.org/rfc/rfc2068.txtInternet Protocol Version 6 (IPv6) and Internet Protocol Version 4 (IPv4)Robots Exclusion Protocol (REP) or robots.txt protocol directives to include and exclude website content from being crawled and subsequently indexed <p>The MSS must also comply with Treasury Board of Canada Secretariat (TBS) Information Technology Policy Implementation Notices (ITPIN) on HTTPS:</p> <ol style="list-style-type: none">is configured for HTTPS (and redirected from HTTP)has HSTS enabledimplements TLS 1.2, or subsequent versions, and uses supported cryptographic algorithms and certificates, as outlined in CSE's<ol style="list-style-type: none">ITSP.40.062 Guidance on Securely Configuring Network Protocols, Section 3.1 for AES cipher suitesITSP.40.111 Cryptographic Algorithms for Unclassified, Protected A, and Protected B Informationdisables known-weak protocols such as all versions of Secure Sockets Layer (SSL) (e.g., SSLv2 and SSLv3) and older versions of TLS (e.g., TLS 1.0 and TLS 1.1), as per CSE ITSP.40.062<ol style="list-style-type: none">disables known-weak ciphers (e.g., RC4 and 3DES)
21	Is there a requirement for the data centers to be located in Canada?"	There is no mandatory requirement for the data centers to be in Canada. However, there is a pointed-rated criterion (#23) through which the bidder could receive 5 points if compliant.

ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAIN UNCHANGED