



**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

**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

<b>Title - Sujet</b> Hosted Internet Search Service	
<b>Solicitation No. - N° de l'invitation</b> G9292-227373/B	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> PReq 100017373	<b>Date</b> 2023-04-19
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EEM-016-41410	
<b>File No. - N° de dossier</b> 016eem.G9292-227373	<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 2023-04-25</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> Smyth, Meghan	<b>Buyer Id - Id de l'acheteur</b> 016eem
<b>Telephone No. - N° de téléphone</b> (343) 574-2678 ( )	<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>

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

Amd. No – N° de la modif.  
003

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

### Amendment 003

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

Item	Question	Response
1	When does Annex F submission occur - before or after response submission?	The only required documents are those stated in 5.2 Certifications Required with Bid (for which Annex F is not listed).
2	There is no active link for the code of conduct. Can one please be provided?	Code of Conduct: <a href="#">Code of Conduct for Procurement - Publications and Procurement Documents - Buying and Selling - PSPC (tpsgc-pwgsc.gc.ca)</a>
3	Is the Mandatory Contractor Requirement table used as a checklist or is it able to be pulled out as an attachment and confirmed with completed info?	These tables are used by PSPC and ESDC to review a submitted bid and list the paragraph and page number where the bid meets the requirement. There is no information you are required to fill in these tables.
4	If the physical facility where this solution would be hosted, would be at a Cloud provider location, ie. one of the pre-approved CSP's under the pro B framework agreement for example, will the management of that production environment and continued day 2 steady state operations, for the entirety of the initial term of 3 years, + 7 additional option periods, be managed by a third-party MSP?	Service Canada is looking for a managed search solution which includes the contractor's responsibility for all aspects related to cloud infrastructure.
5	We understand that the contractor will not be receiving any hardware, no access to any IT systems or the physical infrastructure nor access to any GC premises. Can we state for certain that contractor supporting the engagement would not be provided with any GoC ProB data... Hardware, IT / Physical Access/ Infrastructure Access and GC Premise access aside?	Service Canada confirms.
6	What are the security clearance requirements as they pertain to contractors or sub contractors for professional services that may be requested on an as and when needed basis?	Service Canada confirms the contractors and sub-contractors will be required to have reliability status for their security clearance.

7	Section 5.1 bullet "Send reports to Service Canada every 30 minutes during an outage;" what type of report is required here? Is email sufficient and what content is being asked for on the report? Is the expectation that this would be handled by the SaaS provider or the MSP?	Service Canada confirms an email will be sufficient. Its content should be as per best industry standards. The email should be sent by the contractor responsible for the managed search solution.
8	Pg 77 - No. 26 of Rated questions - The MSS should be delivered on single tenant cloud infrastructure -> Can we get an example of what is meant by single tenant cloud infrastructure.	Single-tenant cloud architecture is one where a single software instance and its supporting infrastructure serve only one customer.
9	7.4.2 Training Services section A, Section 14.3 #3 at page 73 - What do you require in terms of the client reference. We may not be able to provide at time of bid submission for client confidentiality/privacy reasons. Is the name of the client sufficient?	Service Canada confirms, the name of client is sufficient.
10	Pg 84 – Unit of Measure – Per Processed Query – can we provide with a different unit of measure which is more resource-based pricing (such as total RAM) with no cap/limit on the processed queries.	Service Canada will keep the current unit of measure as stated.
11	<p>Can Canada clarify what the required Service Level Agreement? We are confused by the difference in the following 3 statements of the RFP</p> <ul style="list-style-type: none"><li>a. 7.6.1 Canada ask the Services to be available one hundred percent (100%) of the time</li><li>b. 8.1 Statement of Work 5.2 (Deliverables) you state MSS must be fully functional and operational 24 hours a day, 7 days a week, for 365 days a year, with a maximum allowable period of continuous downtime of less than 8.77 hours per year</li><li>c. 8.1 Statement of Work 14.2 Question 17 you state MSS must deliver, enable and support an average annual Production Search Engine availability of no less than 99.9%</li></ul>	Service Canada confirms the Service Level Agreement is no less than 99.9%

**ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAIN UNCHANGED**