

ESDC Departmental Public Cloud Services  
ITQ - Qualification Requirements

**19 April 2023**

**SHARED SERVICES CANADA**

**Invitation to Qualify for  
Employment and Social Development Canada  
Departmental Public Cloud Services**

**ANNEX A – QUALIFICATION REQUIREMENTS**

Mandatory ID	Sub-Category	Requirement	Required to demonstrate compliance
M1	General	The Respondent must identify itself as the Cloud Service Provider (CSP), whose Commercially Available Cloud Services will be offered to Canada by itself at the solicitation stage of this procurement process.	<p>Identify the proposed Commercially Available Cloud Service:</p> <p>_____</p> <p>Identify the Cloud Service Provider (CSP) for the proposed Commercially Available Cloud Service:</p> <p>_____</p> <p>The Respondent must demonstrate compliance by providing documentation outlining the services available in the proposed Commercially Available Cloud Services identified in M1.</p> <p>The substantiation required for M1 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Commercially Available Cloud Service meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to documentation previously submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p> <p>The Respondent's response should not exceed 5 pages. Any pages</p>

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

**19 April 2023**

Mandatory ID	Sub-Category	Requirement	Required to demonstrate compliance
			exceeding the 5 pages limit or external references to web pages will not be evaluated.
M2	Data location	<p>The Cloud Service Provider of the proposed Commercially Available Cloud Service must provide the ESDC the ability to isolate data in Canada in an approved data center.</p> <p>For the purposes of this solicitation, an Approved Data Centre is defined as the following:</p> <ul style="list-style-type: none"> <li>a) The data center must be geographically located in Canada; and</li> <li>b) The data center must meet all security requirements outlined in M3</li> </ul>	<p>The Respondent must demonstrate compliance by providing documentation outlining proposed Commercially Available Cloud Service's ability to isolate data in Canada in an approved data center.</p> <p>To be considered compliant, the provided documentation must include the following:</p> <ul style="list-style-type: none"> <li>a) Screen shots of the available data center where Canadian data centers are on the availability list; and</li> <li>b) a list or map indicating where geographically the data centers are located in Canada.</li> </ul> <p>The substantiation required for M2 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Commercially Available Cloud Service meets the requirement. Respondents can provide screen captures and technical or end- user documentation to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to documentation previously submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p> <p>The Respondent's response should not exceed 5 pages. Any pages exceeding the 5 pages limit or external references to web pages will not be evaluated.</p>
M3	Security Certifications	<p>The Cloud Service Provider of the proposed Commercially Available Cloud Service must demonstrate compliance with the security requirements selected in the CCCS Cloud Medium profile which is based on the PBMM profile from ITSG-33. (<a href="https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/government-canada-security-control-profile-cloud-based-it-services.html">https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/government-canada-security-control-profile-cloud-based-it-services.html</a>).</p> <p>At RFP Stage, the Cloud Service Provider of the proposed Commercially Available Cloud Service will be required to demonstrate compliance through the mapping of security controls to the applicable industry certifications as referred to in the Canadian Centre for Cyber</p>	<p><del>The Respondent must demonstrate that they participated in the process by successfully on boarded, participated in, or completed the CCCS CSP IT Assessment Program.</del></p> <p>-</p> <p>To demonstrate compliance for M3, the Respondent must provide the following documentation</p> <ul style="list-style-type: none"> <li>— <del>A copy of the summary report as proof confirming that a GC CSP IT Security Assessment was completed either by CCCS or by a sponsoring department with CCCS oversight. A copy of the communication with CCCS that confirms that they have on-boarded into completed the CCCS CSP IT Assessment Program;</del> or</li> <li>i. <del>A confirmation that a local assessment was performed by either ESDC or another GC department as supported by the CCCS.</del></li> </ul>

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

## 19 April 2023

Mandatory ID	Sub-Category	Requirement	Required to demonstrate compliance
		<p>Security (CCCS) Cloud Service Provider (CSP) Information Technology (IT) Security Assessment Process (ITSM.50.100).</p> <p>Before Contract Award, the Cloud Service Provider of the proposed Commercially Available Cloud Service must have been assessed and validated through the ITSM.50.100 (<a href="https://cyber.gc.ca/en/guidance/cloud-service-provider-information-technology-security-assessment-process-itsm50100">https://cyber.gc.ca/en/guidance/cloud-service-provider-information-technology-security-assessment-process-itsm50100</a>).</p>	<p><a href="#">assessment program and methodology</a></p> <p>OR</p> <p><a href="#">The Respondent must provide each of the following industry certifications and audit reports to demonstrate compliance:</a></p> <ol style="list-style-type: none"> <li>1. <a href="#">ISO/IEC 27001:2013 Information technology – Security techniques – Information security management systems – Requirements; and</a></li> <li>2. <a href="#">ISO/IEC 27017:2015 Information technology – Security techniques – Code of practice for information security controls based on ISO/IEC 27002 for cloud services; and</a></li> <li>3. <a href="#">AICPA Service Organization Control (SOC) 2 Type II for the trust principles of security, availability, processing integrity, and confidentiality.</a></li> </ol> <p><a href="#">Each certification and assessment report must:</a></p> <ol style="list-style-type: none"> <li>(a) <a href="#">Be valid as of the Submission date; and</a></li> <li>(b) <a href="#">Identify the legal business name of the proposed Commercially Available Service and Cloud Service Provider; and</a></li> <li>(c) <a href="#">Identify the current certification date and/or status; and</a></li> <li>(d) <a href="#">Identify the list of Assets, Supplier Infrastructure, and Service Locations within the scope of the certification report; and</a></li> <li>(e) <a href="#">The scope of the report must map to locations and services offered by the proposed Commercially Available Service. If the carved-out method is used to exclude subservice organizations such as data centre hosting, the subservice organization's assessment report must be included; and</a></li> <li>(f) <a href="#">Be issued from an independent third party qualified under AICPA or CPA Canada, and/or ISO certification regime that conforms to ISO/IEC 17020 quality system standard.</a></li> </ol> <p><a href="#">The Respondent can provide additional supplementary evidence from system security plans, information system design, information system architecture, or documents that provide a comprehensive system description, such as assessment of its Services against the Cloud Security Alliance (CSA) Cloud Control's Matrix (CCM) version 3.01 or subsequent version, to support the claims from the above certifications, in order to demonstrate compliance to the GC Security Control Profile for Cloud-Based GC IT Services for Protected B, Medium Integrity and Medium Availability (PBMM).</a></p> <p><a href="#">Please note:</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Certifications must be provided for all portions of the proposed Service.</a></li> <li>• <a href="#">Certifications must be accompanied by assessment reports.</a></li> </ul>

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

## 19 April 2023

M4	PSPC Contract Security Program	<p><u>The Cloud Service Provider of the proposed Commercially Available Cloud Service must demonstrate that they are registered in the Contract Security Program with a Designated Organization Screening (DOS) along with a Document Safeguarding Capability (DSC) at the Protected B level - <a href="https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html">https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html</a></u></p> <p><del>The Cloud Service Provider of the proposed Commercially Available Cloud Service must demonstrate that they have onboarded to the PSPC Contract Security Program - <a href="https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html">https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html</a></del></p>	<p><u>The Respondent must demonstrate that they are registered in the Contract Security Program with a Designated Organization Screening (DOS) along with a Document Safeguarding Capability (DSC) at the Protected B level.</u></p> <p><del>To demonstrate compliance for M4, the Respondent must provide the following documentation</del></p> <p><del>i. A copy of the approval letter showing they have been successfully registered in the Contract Security Program to at the appropriate security level and capability.</del></p> <p><del>ii. Or a status report obtained from the Contract Security Program showing the appropriate clearance level and capability.</del></p> <p><del>The Respondent can contact the client service centre within the Contract Security Program for updated status report for their organization: <a href="mailto:ssi-iss@tpsgc-pwgsc.gc.ca">ssi-iss@tpsgc-pwgsc.gc.ca</a></del></p> <p><del>The Respondent must demonstrate that they participated in the process by successfully on-boarded, participated in, or completed the PSPC Contract Security Program.</del></p> <p><del>To demonstrate compliance for M4, the Respondent must provide the following documentation</del></p> <p><del>i. A copy of the communication with PSPC that confirms that they have on-boarded into the PSPC Contract Security Program</del></p> <p><del>The Respondent should contact their PSPC FISO (Field Industrial Security Officer) for any additional information related to the program.</del></p>
M5	Official languages	<p>The Cloud Service Provider of the proposed Commercially Available Cloud Service must provide the ability for the consumer to choose the official language of their choice, French or English, when browsing, ordering and contacting the Cloud Service Provider.</p>	<p>The Respondent must demonstrate how the proposed Commercially Available Cloud Service provides the capability to allow consumers to choose which official language, French or English.</p> <p>To be considered compliant, the provided documentation needs to demonstrate the Commercially Available Cloud Service's ability to perform the following in both French and English:</p> <ol style="list-style-type: none"> <li>browsing the service(s) on their website(s);</li> <li>ordering services on their website(s);</li> <li>contacting the company for assistance via phone, email or chat.</li> </ol> <p>The substantiation required for M5 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Commercially Available Cloud Service meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the</p>

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

## 19 April 2023

			<p>Respondent will be declared non-compliant. The substantiation may refer to documentation previously submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p> <p>The Respondent's response should not exceed 5 pages. Any pages exceeding the 5 pages limit or external references to web pages will not be evaluated.</p>
M6	Ability to deliver large-scale infrastructure cloud services for large-scale citizen facing programs	<p>The Cloud Service Provider of the proposed Commercially Available Cloud Service must demonstrate its ability to deliver infrastructure cloud services capable of meeting the requirements for large-scale citizen facing programs such as those delivered by ESDC as it relates to availability, scalability and disaster recovery capabilities.</p> <p><del>To In its responses support the volumetrics, the proposed Commercially Available Cloud Service must should the Respondent must</del> demonstrate its ability to support the following volumetric data workload of:</p> <ul style="list-style-type: none"> <li>a. <del>Over 8,000,000 new participant applications per year (initial and renewal) a minimum of 1,000 concurrent developers</del></li> <li>b. <del>Over 90,000 participant applications per day (peak)</del></li> <li>c. <del>Over 200,000,000 participant payment per year</del></li> <li>a. <del>a minimum of 20,000 concurrent ESDC production users</del></li> <li>e. <del>a minimum of 100,000 concurrent citizens using the applications delivered through the cloud service</del></li> </ul>	<p>The Respondent must provide documentation that demonstrates its ability to comply with the requirements in M6 and provide two client references.</p> <p>To be considered compliant, the provided documentation must include:</p> <ul style="list-style-type: none"> <li>a) Narrative description or system documentation or technical documentation outlining and detailing how its Commercially Available Cloud Service demonstrating its ability to deliver infrastructure cloud services capable of meeting the requirements for a large-scale citizen facing such as those delivered by ESDC as it relates to availability, scalability, elasticity and disaster recovery capabilities to support the volumetrics in M6 a to c.</li> <li>b) two client references completed.</li> </ul> <p>The substantiation required for M6 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Commercially Available Cloud Service meets the requirement. Respondents can provide screen captures and technical or end-user documentation to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to documentation previously submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p> <p>The Respondent's response should not exceed 25 pages. Any pages exceeding the 25 pages limit or external references to web pages will not be evaluated.</p> <p>The Respondent must complete the client reference form at Appendix A for each of the referenced client.</p> <p>If more than two client references are provided, only the first two reference will be considered for evaluation.</p>
M7	Ability to deliver large-scale infrastructure	The Cloud Service Provider of the proposed Commercially Available Cloud Service must demonstrate its ability to deliver infrastructure cloud services that can be elastically provisioned and released, in	The Respondent must provide documentation that demonstrates its ability to comply with the requirements in M7.

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

**19 April 2023**

	<p>cloud services that scale rapidly outward and inward</p>	<p>some cases automatically, to scale rapidly outward and inward commensurate with demand. The Hyperscaler capabilities available for provisioning must be available for ESDC to appropriate in any quantity at any time (i.e., without notice or CSP infrastructure upgrade), up to a surge capacity of 1000%.</p> <p><u>Suggest changing the definition of Hyperscaler to this:</u>  <u>For clarity, Hyperscaler means a Cloud Service Provider that provides computing architecture to appropriately scale as customers increase system demand. Hyperscaling typically involves seamlessly provisioning and adding compute, memory, networking, and storage resources to a given node or set of nodes that comprise a larger computing, distributed computing, or grid computing environment.</u></p>	<p>To be considered compliant, the provided documentation must include:</p> <p>a) Narrative description or system documentation or technical documentation outlining and detailing how its computing architecture can be elastically provisioned and released, in some cases automatically, to:</p> <ul style="list-style-type: none"> <li>scale rapidly outward and inward commensurate with demand; and</li> <li>appropriate in any quantity at any time, without notice, up to a surge capacity of 1000%.</li> </ul> <p>The substantiation required for M7 cannot simply be a repetition of the mandatory requirement but must explain and demonstrate how the Commercially Available Cloud Service meets the requirement. Respondents can provide screen captures and technical or end- user documentation to supplement their responses.</p> <p>Where Canada determines that the substantiation is not complete, the Respondent will be declared non-compliant. The substantiation may refer to documentation previously submitted with the Response. It is requested that Respondents indicate where in the Response the reference material can be found, including the title of the document, and the page and paragraph numbers.</p> <p>The Respondent's response should not exceed 25 pages. Any pages exceeding the 25 pages limit or external references to web pages will not be evaluated.</p>
--	---	--	---

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

**19 April 2023**

## APPENDIX A – CLIENT REFERENCE

As requested at M6, the Cloud Service Provider of the proposed Commercially Available Cloud Service must provide the details for two client references. The client reference contact person, either primary or secondary, must be available during the two-week period following the submission of the respondent's Proposal to confirm the scope of services provided by the Respondent. The Respondent's client reference information provided should not exceed 5 pages for each of the reference provided. Any pages exceeding the 5 pages limit or external references to web pages will not be evaluated.

### M6 Client Reference 1

<b>M7 M6 Client Reference 1</b>	
Respondent Name	
Client Name and address	
1 <sup>st</sup> Contact Person	
1 <sup>st</sup> Contact Person Title	
1 <sup>st</sup> Contact Person Address	
1 <sup>st</sup> Contact Person Telephone	
1 <sup>st</sup> Contact Person Email	
2 <sup>nd</sup> Contact Person	
2 <sup>nd</sup> Contact Person Title	
2 <sup>nd</sup> Contact Person Address	
2 <sup>nd</sup> Contact Person Telephone	
2 <sup>nd</sup> Contact Person Email	
Respondent's Cloud Services contract – Start Date and end date (if applicable)	

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

**19 April 2023**

<p>Brief Overview of the client's referenced program(s).</p>	
<p>Respondent's yearly revenues generated</p>	
<p>Brief overview of the scope of the Respondent's cloud services being provided to the client as it relates to the referenced program(s).</p> <p>Also, the Respondent is to provide an indication of the 2021 and/or 2022 volumetrics, that includes, as a minimum:</p> <ul style="list-style-type: none"> <li>a. The number of <del>concurrent developers</del><u>new participant applications per year</u></li> <li>b. The number of <del>participant concurrent client production users</del><u>applications per day (peak)</u></li> <li>c. The number of <del>concurrent citizens using the applications delivered through the cloud service to the client</del><u>participant payment per year</u></li> </ul> <p><u>Canada will accept references where the volumetric data is comparable to the ones provided at M6.</u></p>	
<p>Brief Overview of the Respondent's cloud services and support tools as it relates to availability, scalability, elasticity and disaster recovery capabilities of the referenced program(s).</p>	

**M6 Client Reference 2**

<u>M6 Client Reference 2</u>	
<p><u>Respondent Name</u></p>	
<p><u>Client Name and address</u></p>	



# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

**19 April 2023**

<u>1<sup>st</sup> Contact Person</u>	
<u>1<sup>st</sup> Contact Person Title</u>	
<u>1<sup>st</sup> Contact Person Address</u>	
<u>1<sup>st</sup> Contact Person Telephone</u>	
<u>1<sup>st</sup> Contact Person Email</u>	
<u>2<sup>nd</sup> Contact Person</u>	
<u>2<sup>nd</sup> Contact Person Title</u>	
<u>2<sup>nd</sup> Contact Person Address</u>	
<u>2<sup>nd</sup> Contact Person Telephone</u>	
<u>2<sup>nd</sup> Contact Person Email</u>	
<u>Respondent's Cloud Services contract – Start Date and end date (if applicable)</u>	
<u>Brief Overview of the client's referenced program(s).</u>	
<u>Respondent's yearly revenues generated</u>	
<u>Brief overview of the scope of the Respondent's cloud services being provided to the client as it relates to the referenced program(s).</u> <u>Also, the Respondent is to provide an indication of the 2021 and/or 2022 volumetrics, that includes, as a minimum:</u> <ol style="list-style-type: none"> <li><u>The number of participant applications per year</u></li> <li><u>The number of participant applications per day (peak)</u></li> <li><u>The number of participant payment per year</u></li> </ol>	

# ESDC Departmental Public Cloud Services ITQ - Qualification Requirements

**19 April 2023**

<u>Canada will accept references where the volumetric data is comparable to the ones provided at M6.</u>	
<u>Brief Overview of the Respondent's cloud services and support tools as it relates to availability, scalability, elasticity and disaster recovery capabilities of the referenced program(s).</u>	

*(copy paste the table above once it has been finalized and delete this text)*