Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
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Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau
Québec
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.

Title - Sujet		
IdAM ITQ		

Solicitation No. - N° de l'invitation		Amendment No. - N° modif.
W8474-19DS35/A		006

Client Reference No. - N° de référence du client		Date
W84749DS35		2020-07-10

GETS Reference No. - N° de référence de SEAG
PW-$$QE-063-27818

File No. - N° de dossier	CCC No./N° CCC - FMS No./N° VME
063qe.W8474-19DS35	

Solicitation Closes - L'invitation prend fin		Time Zone Fuseau horaire
at - à 02:00 PM		Eastern Daylight Saving Time EDT
on - le 2020-07-28		

F.O.B. - F.A.B.
Plant-Usine: ☐ Destination: ☐ Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à:	Buyer Id - Id de l'acheteur
Norris, Chantale	063qe

Telephone No. - N° de téléphone	FAX No. - N° de FAX
(819) 420-1758 ( )	( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Comments - Commentaires

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Security and Information Operations Division/Division de la securite et des operations d'information
11 Laurier St. / 11, rue Laurier
8C2, Place du Portage
Gatineau
Québec
K1A 0S5

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**

Canada

This Amendment 006 is raised to answer questions 28-31 from industry for the Identity and Access Management Software Solution ITQ W474-19-DS35

Question 1:

Please confirm this ITQ for the Identity and Access Management Solution (IdAM) for DND is related to the 2019 RFI process for - Identity, Credentials and Access Management (ICAM) Project (W8474-19AM01/B).

The previously mentioned ICAM Project had ITBs associated with the procurement, and the evaluation process. This may be a factor in teaming or partnership arrangements for an eventual solution. Teaming or joint partnerships will need lead time to negotiate.

Answer 1:

This procurement is NOT related to the Identity, Credentials and Access Management (ICAM) project. This is a separate software solution and it does not meet the threshold for including Industrial and Technological Benefits (ITB's).

The ICAM and the IdAM are different projects. The deployment for IdAM will be done on a different network and there will not be any direct interoperability between the two solutions.

Question 2:

Would Canada consider an extension to allow respondents adequate time to respond?

Answer 2:

Yes, a three-week extension to the ITQ closing date has been granted.

Question 3:

Unfortunately, having a Java based solution is listed as a mandatory requirement. Our solution is based on .NET and not Java, but this has little to do with the capabilities and functionality of our solution. Will the Crown consider changing this to a "rated" requirement?

Answer 3:

No, the Crown will not consider changing the mandatory to a rated requirement. Understanding that there are two competing technologies .Net and Java, the Project and the client organization cannot support and maintain two technologies. Canada has specifically requested for a Java-based software solution for a number of reasons:

1. Current and future applications which will be integrated are Java-based;
2. The technology choice is correlated with our government and international partners;
3. Support for project deliverables is centred around Java-based technology and applications. The Crown already has resources and it does not have the budget and the time to build expertise in other technology solutions.

Question 4:

For Mandatory #2.   What is the current dependency on a new solution supporting older technology like Java? Why does the Crown want a solution will support Java-based middleware when there are several more modern applications written without the use of Java/JVM?

Answer 4:

Same response as Q3. Understanding that there are two competing technologies .Net and Java, the Project and the client organization cannot support and maintain two technologies. Canada has specifically requested for a Java-based software solution for a number of reasons:

1. Current and future applications which will be integrated are Java-based;
2. The technology choice is correlated with our government and international partners;
3. Support for project deliverables is centred around Java-based technology and applications. The Crown already has resources and it does not have the budget and the time to build expertise in other technology solutions.

Question 5:

 Why does the Crown want a solution will support Java-based middleware when there are several more modern applications written without the use of Java/JVM?

Answer 5:

Canada has decided on a Java-based technology.

Question 6:

Ref: 2.3 Submission of Only One Response

As a software publisher with a large number of partners and systems integrators specialized in our IdAM Software Solution, we are not in a position to favor a partner over another so we would like to make sure that this clause doesn't apply to proposed products but rather to the Respondent responsible for delivery of the overall solution.

Answer 6:

Yes, this only applies to the Respondent responsible for the delivery of the overall solution, and not to the proposed product(s).

Question 7:

Are there going to be Industrial and Technological Benefits (ITB's) associated with the IdAM RFP?

Answer 7:

No, it is not anticipated that there will be any ITB's associated with the IdAM software solution RFP.

Question 8:

What is the anticipated timeline between CANADA announcing successful respondents under this ITQ Process, and the release date of an RFP with its anticipated solicitation date: end of August 2020.

Answer 8:

It is anticipated that a 3-4 week period will be required in order to evaluate and notify ITQ respondents of the results of the ITQ. RFP release will follow after the evaluation/notification stage.

Question 9:

Regarding M2, the value of an IdAM solution is in the functionality it delivers and not in the runtime engine or type of supported application servers, assuming conformance to IdAM open standards. The way this mandatory requirement is written excludes candidates with viable, industry leading IdAM solutions that run on alternative runtimes or application servers in, what is generally considered, a commodity aspect of the solution and appears to be designed to restrict responses to a predetermined software solution. Can DND expand on what material value the specific runtime and application server has in the broader context of DND's desire to procure an IdAM solution?

Answer 9:

The overall IdAM Software Solution (Java Virtual Machine, Java Application Server and the IdAM Software) must go through the security certification process (Security Assessment & Authorization) before it is authorized for operational use. Older version of Java SE 8 are not supported and therefore, it will not pass the security certification. Application Server solutions which will pass the Security certification are acceptable.

Question 10:

Regarding M7, federations and multi-factor authentication for http based applications require interoperability according to standards such as SAML 2.0 and TLS mutual authentication, both of which utilize PKI X.509 V3 certificates. Entrust has a fairly limited deployment in the industry as compared to other suppliers and, if implemented according to industry best practice, there should be no material impact to MFA or federated SSO integrations with any standards

compliant solution. Would DND consider revising this requirement to remove the reference to Entrust?

Answer 10:

No, the reference to Entrust cannot be removed as the IdAM software solution must be able to connect and communicate with SAML v2.0 Attribute Sharing Profile with Entrust PKI X.509 V3 certificates.

Question 11:

Regarding M8, ISO 27001, NIST 800-53 and FedRAMP, are controls and standards that are typically applied to a solution in the context of an operational environment and not to a software solution. Would DND consider references to implementations that have successfully undergone certification as a way to meet this mandatory requirement?

Answer 11:

The Respondent can provide documentation referencing the IdAM Software Solution that has undergone a certification process and that meets the Government of Canada Security Assessment & Authorization (SA&A) requirements.

Question 12:

Annex B 1.1 – please confirm whether Canada will allow project references which are for on-going work at the time of our response, or whether all referenced projects must strictly have been completed by this time.

Answer 12:

Canada will allow project references which are for on-going work at the time of response.

Question 13:

Annex A – please confirm whether the requested solution is for an enterprise deployment; and whether it is for only HQ-based DND employees, DND employees across Canada, or all DND employees deployed anywhere in the world and in any environment (including at-sea maritime deployments)?

Answer 13:

The IdAM Software Solution will be implemented on a classified environment where there are small number of users across Canada. This includes Army, Air, Navy and personnel on deployments.

Question 14:

5.1 Bid Solicitation Components
a) Canada will use the High Complexity (HC) bid solicitation template for the anticipated RFP.

A copy of the template can be found at:
https://www.gcpedia.gc.ca/gcwiki/images/c/c8/HC_High_Complexity.docx

Q: This site is not accessible to the public. Could you share a copy of the document on your tendering site?

Answer 14:

A copy of the template has been provided as an attachment. Please note that this is for informational purposes only; the final RFP template will be customized for Informatics procurements and the clauses may differ from those in the template provided.

Question 15:

Regarding Annex C, can you please provide us an easier to read version? The one provided in the ITQ is too blurry to read.

Answer 15:

Yes, a copy has been provided as an attachment.

Question 16

Form 2 - Project Reference Check Form requires a lot of granular information about the project IdAM projects that we have done, is it possible to provide PSPC a summary of the project rather than the details for this phase of ITQ ?

Answer 16

No, a summary of the project cannot be an alternative to the Project Reference Check Form as the Form acts as a baseline against which all respondents will be evaluated. It is required in order to evaluate all respondents in the same manner as it provides a template of the information required.

Question 17
Can PSPC inform how the reference information captured in Form 2 - Project Reference Check be safeguarded during the evaluation?

Answer 17

All information provided by Respondents will be safeguarded as "Company Confidential" and will not be disclosed outside of those who are evaluating or are required to have access as part of the ITQ procurement process.

Question 18:

Question on M7: The respondent must provide a minimum of three and a maximum of six Reference Projects in the last five (5) years which supported Entrust PKI X.509 V3 types of Certificates for multi-factor authentication and SAML 2.0 based Federation. This requirement, as currently written, may exclude a very large percentage of bidders. There are many solution vendors that compete with Entrust in this area and experience integrating any of them into similar solutions should be considered by DND. We request that M7 be reworded to: "The respondent must provide a minimum of three and a maximum of six Reference Projects in the last five (5) years which supported certificates-based solutions for multi-factor authentication and SAML 2.0 based Federation."

Answer 18:

The IdAM software solution must be able to connect to and communicate with a system based on SAML v2.0 Attribute Sharing Profile with Entrust PKI X.509 V3 certificates.

Question 19:

Question on M3: The Respondent must provide a minimum of three, up to a maximum of six Reference Projects in the last five (5) years for which they delivered an integrated commercial (COTS) IdAM Software Solution with all of the following functionalities:
a) Identity Manager
b) Identity Governance and Administration;
c) Access Manager
d) Single sign-on;
e) Identity Federation; and
f) Privileged Access Manager

For this requirement, would the qualification include projects where new products were integrated with existing solutions?

Answer 19:

This is acceptable where a new product(s) was integrated with the existing solution.

Question 20:
In Annex B, many timelines such as 5 or 10 years are required. We respectfully ask that the timelines be removed as they will make several respondents non-compliant. If the intent is to request information about IdAM solutions, customer use cases would be a better evaluation criteria to ensure that solutions align to your requirements.

Answer 20:
DND will not be amending the timelines in Annex B.

Question 21:

Annex B has requirements for contact information for references. Our company policy is not to release customer contact information until the RFP phase of a procurement. Would it be possible to use customer case studies in lieu of providing contact information?

Answer 21:

The ITQ process forms part of the overall procurement process, along with the RFP. In order to properly evaluate ITQ responses, customer references are required at this stage. Customer case studies will not be accepted in lieu of providing contact information.

Question 22:
In Annex B, item M8, you ask for certifications like ISO 27001. Our SaaS (Software as a Service) offering is ISO 27001 certified, however, it is the customer responsibility to get ISO 27001 certified based on customer hosted installation. Can you please revise the mandatory certification list?

Answer 22:

There are many Security Standards and Certifications (ISO 27001, NIST 800-53), etc. The Respondent must provide documentation (either a certificate or a reference document) which details that the IdAM Software Solution meets a recognized industry certification standard.

Question 23:

In Annex A, we request that you please remove item A. It seems highly restrictive and may prevent other qualified respondents from being compliant.

Answer 23:

DND will not be amending the Technical Requirements and therefore will not remove item a) in Annex A.

Question 24:
In Annex A, requirement B, We respectfully ask that the timelines be removed as they will make most respondents non-compliant. Perhaps consider aligning the requirement with customer use cases.

Answer 24:

DND will not be amending the Technical Requirements and therefore will not be amending the timeline in Annex A, item b).

Question 25:
Under topic 1.2.1-A, you refer to paper base process. Can you please describe the processes you wish to automate so that we can better understand and address your requirements?

Answer 25:

The Requirement is to procure a Commercial-Off-The-Shelf (COTS) IdAM Software Solution. The Solution must come with out-of-the-box tools for account provisioning, entitlements

provisioning, etc., and these tools must be customizable ~~can be customized~~ for DND's business processes.

Question 26:
Under topics 1.2.1-C, you refer to machine-to-machine information transfers. Can you please describe the context of the data you wish to transfer from machine to machine so that we can better understand and address your requirements?

Answer 26:

The IdAM Software Solution must allow for the development of custom web services i.e., the IdAM Commercial-Off-the –Shelf (COTS) software will have to support an API for querying the data in the IdAM repository.

Question 27:
Under topics 1.2.1-E, you refer to ABAC control. Can you please provide more details about the ABAC controls to make sure we can fully address those requirements?

Answer 27:

The IdAM Software Solution must be able to integrate with the future Attribute Based Access Control (ABAC) system, i.e. The IdAM Solution must support an API for querying custom field/attributes in the IdAM repository.

Question 28:

As a services organization we partner and resell many different IDAM/PAM solutions. Can the IDAM solution for DND be made up of multiple solutions since not all software vendors meet all the functionalities described? Ie traditional IDAM solutions are built with Identity Management and Identity Governance and can integrate with Access Management, Single Sign-on, Identity Federation and Privileged Access management tools however they do not provide those capabilities alone.

Answer 28

The IdAM Software Solution which is made up of all the functionalities as described in the ITQ must be supplied by a single vendor.

Question 29:

Are suppliers locked into the software solution that they propose during the ITQ or if during the RFP we see a better solution can we change the software?

Answer 29:

The IdAM Software must be from the same supplier which the Respondent proposed in the ITQ. A newer version of the Software is acceptable and it must be from the same supplier.

Question 30

It is understood that this is for the DND Classified network and is unrelated to the RFI for a DND ICAM solution issued last year. Can you please provide us with expected user count for the DND IDAM solution on the classified network?

Answer 30:

Correct, this ITQ is unrelated to the RFI for a DND ICAM solution issued last year under RFI W84719AM01.

The exact number of users for the current ITQ is unknown at this time, but it will be disclosed at the RFP stage. Please refer to the response to question 13 for additional information on users.

Question 31

Regarding the answer to Q13:
Answer 13: The IdAM Software Solution will be implemented on a classified environment where there are small number of users across Canada. This includes Army, Air, Navy and personnel on deployments.

Q – Could the Crown be more explicit in terms of number of users and provide an order of magnitude?

Answer 31

Please see answer to question 30.

All Questions and Answers will form part of the procurement process. All other Terms and Conditions remain unchanged.