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TPSGC

11 Laurier St./11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau, Québec K1A 0S5

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

## Comments - Commentaires

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

Network equipment and services/Équipement de  
réseau et services

Portage III 5C2

11 Laurier Street/11 rue Laurier

Gatineau, Québec K1A 0S5

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> INFRASTRUCTURE MANAGEMENT SERVICES		
<b>Solicitation No. - N° de l'invitation</b> EN869-055068/E		<b>Date</b> 2013-05-14
<b>Client Reference No. - N° de référence du client</b> EN869-055068		<b>Amendment No. - N° modif.</b> 001
<b>File No. - N° de dossier</b> 004nes.EN869-055068	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$NES-004-25964		
<b>Date of Original Request for Standing Offer</b>		2013-04-12
<b>Date de la demande de l'offre à commandes originale</b>		
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-05-27</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Stefanski(NES), Michael		<b>Buyer Id - Id de l'acheteur</b> 004nes
<b>Telephone No. - N° de téléphone</b> (819) 956-0262 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1411	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

## **Revision #001 to the Request for Departmental Individual Standing Offers (DISO) for the provision of Networking Infrastructure Management Services (NIMS)**

### **This Revision is raised for the following:**

1. To provide answers to bidders questions relating to the RFSO as detailed in Appendix "REV-1"
2. To amend the RFSO as detailed in Appendix "REV-2"

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### **APPENDIX "REV-1"**

#### **Question 1:**

Can PWGSC make available MS Word versions of the following documents:

- " PW-\$NES-004-25964.U000.E. pdf
- " Part B-Model Standing Offer.pdf
- " NIMS Group C AppN English SOW.pdf
- " NIMS AppT\_refresh\_2012\_v3 green procurement English.pdf

#### **Answer 1:**

The annexes are provided in PDF format only.

#### **Question 2:**

In the document "NIMS Group C Refresh AppP McAfee - Updated April 10, 2013.xls" under the tab "P1 - Security" the crown has listed 5 McAfee devices;

- Firewall Enterprise S4016
- Firewall Enterprise S2008
- Network Security Platform M-2950
- Network Security Platform M-4050
- Network Security Platform M-6050

This list does not include additional devices currently being used by the Canadian Federal Gov't which require annual support maintenance to be purchased.

Can this list be expanded to include the complete line of hardware appliances that McAfee has sold to the Canadian Federal Gov't and that are still under annual maintenance provided that

they meet the criteria outlined in the "NIMS Group C AppN English SOW.pdf" document under section "2.1 Controlled Entity Classes"

### Answer 2:

No. The five McAfee devices will only be used for the sole purpose of evaluating submitted NIMS Group C Pricing Workbook ("NGCPW"). The list does not reflect in any way the complete line of hardware appliances sold to the Government of Canada. A complete maintenance inventory will only be requested to the winning Offeror at the end of the evaluation.

### Question 3:

#### Section A.19 – Technical offer

Canada has indicated that the OEM cannot provide a list sales agents or resellers to accept call-ups against this standing offer. Given most manufacturers have a key supply chain for administration and customer coverage that does leverage agents and resellers, and given that many of the software manufacturer contracts under the SLSA and other contracts permit the use of agents for maintenance, we are requesting that the Crown treat the hardware/appliance manufacturers with the same level of flexibility in contracting its service. Please confirm if the Crown will accept this modification to A.19 to permit the listing of agents or resellers that fit into its normal supply chain?

### Answer 3:

No. The requirement remains the same.

### Question 4:

In the RFSO document titled "NIMS RFP (Doc 0).pdf", pages 7 – 62 are watermarked with the designation "DRAFT". Please confirm that the document that was provided to bidders is the final version.

### Answer 4:

The document titled "NIMS RFP (Doc 0).pdf", pages 7 – 62 is the original version of EN869-055068/E NIMS Refresh RFSO posted on MERX but not the final version, we did some changes see Appendix Rev 2 attached.

### Question 5:

Appendix I: Model Standing Offer (Part B) Compliance Checklist shows terms and conditions B.1 – B.47. In the RFSO, Part B - Model Standing Offer includes items B.1 – B.44. Please

update Appendix I or Part B as appropriate so that the two sections align. This will ensure that mandatory terms and conditions are clearly understood by bidders.

**Answer 5:**

Please see the revised Appendix I (Revised May 13, 2013) attachement ATT 03 .

**Question 6:**

Section A3 (b) (i) (A) of the RFSO indicates that a SRCL is included as Appendix G. However, Appendix G is not included in the bid package. Please provide Appendix G.

**Answer 6:**

The Appendix G was part of the Attachment ATT 01 submitted to MERX. However, we have resubmitted a separate attachment to MERX including only the SRCL.

**Question 7**

Section A.16 – Volumetric Data states that, “Appendix M provides the inventory of devices presently being managed by Shared Services Canada....”. However, Appendix M is not included with the bid package. Please provide Appendix M.

Answer 7: Section A.16 – Volumetric Data is deleted. Please see the amended NIMS RFSO solicitation document.

**Answer 7:**

Volumetric Data is deleted. Please see Appendix REV-2 below.

**Question 8**

Section A.20 – Financial Offer, (c) Published Price List (PPL) for Group C, item (C) is titled “Exchange Rate (see article B.26). However, item B.26 is not related to Exchange Rates. Please confirm that the Exchange Rate Fluctuation to be applied to the PPL is detailed in Section B.25 (a) (v).

**Answer 8:**

Confirmed. Please see Appendix REV-2 below.

**Question 9:**

Section A30 – Evaluation and Selection Methodology, (d) (i) (B) states, “The Compliant Offeror with the lowest OEV for each OEM listed in Group C will proceed to Phase 5, Offeror Selection.” There is no Phase 5 listed in this section. Please confirm that this sentence should be changed to, “The Compliant Offeror with the lowest OEV for each OEM listed in Group C will proceed to Phase 4 - Offeror Selection for Group C.”

**Answer 9:**

Confirmed. Please see Appendix REV-2 below.

**Question 10:**

Article B.3 – Defined terms, item (b) (iv) states, “Services” means services listed in Appendix C and/or Appendix F (Pricing Workbook for Group A and/or B) and, with reference to a particular Call-up, means services requisitioned thereby. Please clarify where bidders can find Appendix C and Appendix F.

**Answer 10:**

Please see Appendix REV-2 below.

**Question 11:**

Article B.5 - Standard Clauses and Conditions makes reference to the follow SACC clauses:

- 9601 General Conditions – Long Form (2005-12-16)
- 9601-5 Support Services for Licensed Software (2005-06-10)
- 9601-6 Offeror to Own Intellectual Property Rights in Foreground Information (2004-12-10)
- C2900D 2000/12/01 Taxes - Withholding of 15%
- C2000C 2006/06/16 Taxes - Foreign Suppliers
- B1501C 2006/06/16 Electrical Equipment
- B1000C 2006/06/16 Material

The SACC clause versions appear to be out of date. Please provide the updated SACC clauses that are applicable to this solicitation.

**Answer 11:**

The requirement remains the same. This request for standing offer is for adding new OEMs to the existing NIMS standing offers. Therefore, we have to use the same terms and conditions include with the existing NIMS.

**Question 12:**

Article B.37 states:

“(a) all damages and costs resulting from intellectual property right infringement as set out in the Article entitled “Intellectual Property Infringement” (Article B.37);”

Please confirm that Intellectual Property Infringement is found in Article B.36.

**Answer 12:**

Confirmed. Please see Appendix REV-2 below.

**Question 13:**

Appendix N (SOW) item (1) is blank. Appendix Q indicates that item (1) is provided for information purposes. Please confirm that there is no information associated with item (1) in Appendix N (SOW).

**Answer 13:**

Please see the amended Appendix N.

**Question 14:**

Appendix N (SOW) – item (10) states, “These OEM product sets are specified in Appendix A and represent the current range of CEs that may be managed by the Offeror.” However, there is no Appendix A included in the bid package. Please provide Appendix A.

**Answer 14:**

Please see the amended Appendix N.

**Question 15:**

Appendix O – Section 1.3 - Workbook Structure, item 1.3.0.3 iii) states:  
“Informational: (reference Section 4) that provide the Offeror with information relevant to the calculations in the NGAPW as well as definitions and references.”  
Please confirm that the term “NGAPW” should be replaced with “NGCPW”.

**Answer 15:**

confirmed. Please see the amended Appendix O.

**Question 16:**

Appendix Q: NIMS Group C Refresh: Compliance Checklist contains a place for bidders to provide “Proposed Demonstration Location”. However, there appears to be no information

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related to a demonstration in the RFSO. Please confirm that there are no demonstration requirements associated with this RFSO.

**Answer 16:**

confirmed. Please see the amended Appendix Q.

**Question 17:**

Item A.1 (b) of the RFSO states, "Offerors may submit an offer for maintenance services for only one OEM, for a combination of OEMs or all OEMs listed." Please confirm that a single bid can contain multiple offers for maintenance services (e.g. an offering for maintenance services supporting 5 OEMs does not require 5 separate bids).

**Answer 17:**

Confirmed. Offerors may submit a single bid can contain multiple offers for maintenance services.

**Question 18:**

NIM RFSO, Section A.31 Inclusion of Software Publisher Terms and Conditions; the requirement for the bidders to provide acceptance for the Terms and Conditions for software licensing is not consistent with a maintenance service offering, rather one that would be required if the Crown was procuring Hardware. As such, we request that that Crown delete A.31.

**Answer 18:**

No. The requirement remains the same.

**Question 19:**

SOW, B.2 International Sanctions; Our understanding is that there are no international locations that Offerors are to provide maintenance services for Shared Services Canada. Please confirm.

**Answer 19:**

There are no Government Canada International locations for which PWGSC currently requires maintenance services.

**Question 20:**

SOW, 4.2 Security Management, items (23) to (28); The requirements outlined in the Security Management section are not consistent with the maintenance requirements outlined in the RFP and would not provide value to Canada.

Item (23) states that, "the Offeror shall ensure the integrity o and security of the CE's and all of the data related to the operation and management of any Service that it provides." For Group C, the Contractor will not be providing operational and management activities and would not have any control over of the device.

Item (25) states that, "The Offerror shall provide access controls"....these types of access controls are typical of a Managed service and would drive a tremendous amount of cost for remote management, security operations, Security Officer, as well as additional deployed hardware and software.

In order to ensure that the Crown receives the best value for the Group C Maintenance Services, we request that Section 4.2, in its entirety, be removed from the Statement of Work as the inclusion of these requirements would drive significant costs into Bidders proposals.

**Answer 20:**

Paragraph 25 of Appendix N is deleted. All other Security Management requirements remain the same.

**Question 21:**

A.36 Software Publisher (SP) Certification a), b); these certifications are consistent with a Bidder that will procure equipment on behalf of Canada. In the case of Group C, the Crown is only requesting Maintenance services. Therefore, this requirement should be omitted from this procurement vehicle. Please confirm that the requirement to provide Software Publisher certifications will be removed from the solicitation.

**Answer 21:**

The requirement remains the same.

**Question 22:**

In the Statement of Work Article - 7.3 (101) we recommend, given the constant changes with Tax laws, i.e. the inclusion of QST, that this clause be changed to read:

(M) all services pricing shall include all duty and special pricing related to service delivery All applicable taxes shall be extra to the prices and rates herein and will be paid by Canada

**Answer 22:**

The requirement remains the same.



**Question 23:**

5.4 Maintenance Under Warranty; can the Crown confirm that, for products that are under existing manufacture warranty and the Crown requested Maintenance Under Warranty, the Crown will issue a subsequent Service Order for Maintenance Services at the time the manufacture warranty has expired.

**Answer 23:**

Confirmed.

**Question 24:**

Our assumption is that the Contract will be with Shared Services Canada and all Service Orders will be issued by an authorized SSC representative. Please confirm.

**Answer 24:**

On 29 June 2012, the Shared Services Canada (SSC) Act came into force. As a result, Canada has decided that SSC will now be fulfilling the role of Contracting Authority under this NIMS Standing Offer. PWGSC have designated the SSC contracting authority named in the NIMS document to perform the tasks of managing this standing offer.

**Question 25:**

SOW, 4.3.1 Service Order Request; Canada has indicated that ..."Service order requests (SOR) are initiated by Canada in regard to moves, adds." Our understanding is that Group C is strictly for Maintenance Services. The addition of and moving of equipment will not be within the scope of work for this contract, and the Contractor for group C will only be notified if a piece of equipment has been added or moved. Please confirm that our assumption is accurate

**Answer 25:**

Confirmed

## **APPENDIX “REV-2”**

### **1- At Article A.16 Volumetric Data**

**DELETE** in is enterity

### **2- At Appendix I Model Standing Offer (Part B) Compliance Check List**

**DELETE** in is enterity

**INSERT** the revised **Appendix I Model Standing Offer (Part B) Compliance Check List Dated May 13, 2013**

### **3- At Section A.20 – Financial Offer, (c) Published Price List (PPL) for Group C, item (C)**

**DELETE** : Exchange Rate (see article B.26)

**INSERT** : Exchange Rate (see article B.25)

### **4- At Article A.30 Evaluation and Selection Methodology**

4a) at paragraph (d) (i) (B):

**DELETE:** The Compliant Offeror with the lowest OEV for each OEM listed in Group C will proceed to Phase **5**, Offeror Selection.

**INSERT:** The Compliant Offeror with the lowest OEV for each OEM listed in Group C will proceed to Phase **4**, Offeror Selection.

4b) at paragraph (e):

**DELETE:** Phase **5**: Offeror Selection for Group C.

**INSERT:** Phase **4**: Offeror Selection for Group C.

### **5- At Article B.3 – Defined terms, item (b) (iv)**

**DELETE:** "Services" means services listed in Appendix C and/or Appendix F (Pricing Workbook for Group A and/or B) and, with reference to a particular Call-up, means services requisitioned thereby. Please clarify where bidders can find Appendix C and Appendix F.

**INSERT:** "Services" means services listed in Appendix P (Pricing Workbook for Group C) and, with reference to a particular Call-up, means services requisitioned thereby.

#### **6- At Article B.37 Limitation of Liability:**

Paragraph a)

**DELETE:** (a) all damages and costs resulting from intellectual property right infringement as set out in the Article entitled "Intellectual Property Infringement" (Article **B.37**)

**INSERT:**(a) all damages and costs resulting from intellectual property right infringement as set out in the Article entitled "Intellectual Property Infringement" (Article **B.36**)

#### **7- Appendix N: Statement of Work for NIMS Group C-Maintenance Services**

**DELETE:** Appendix N: Statement of Work for NIMS Group C-Maintenance Services in is entirety.

**INSERT:** Appendix N: Statement of Work for NIMS Group C-Maintenance Services revised May 1, 2013.

#### **8- Appendix O: Offeror User Guide for NIMS Group C Pricing Workbook**

**DELETE:** Appendix O: Offeror User Guide for NIMS Group C Pricing Workbook in is entirety.

**INSERT:** Appendix O: Offeror User Guide for NIMS Group C Pricing Workbook revised May 1, 2013.