

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 0A1 / Noyau 0A1
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
Network and Satellite Services Division / Division des
services de satellite et de réseaux
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III, 4C2
Gatineau
Quebec
K1A 0S5

Title - Sujet ICSS FOR NCR	
Solicitation No. - N° de l'invitation 2B0KB-130262/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 20130262	Date 2012-06-21
GETS Reference No. - N° de référence de SEAG PW-\$\$EO-017-24526	
File No. - N° de dossier 017eo.2B0KB-130262	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-07-16	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: St-Onge, Josée	Buyer Id - Id de l'acheteur 017eo
Telephone No. - N° de téléphone (819) 956-0576 ()	FAX No. - N° de FAX (819) 934-1411
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

SOLICITATION AMENDMENT 003

Questions and answers

Note: *The remaining questions received on June 19, 2012 will be answered in the next solicitation amendment.*

Question #4:

In Part 7 - Resulting Contract Clauses, item 7.4 Standard Clauses and Conditions, (b) Supplemental General Conditions, (i) 4001 (2010/08/16), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance contains "Hardware Must be New" term. Any Offeror that is not the OEM Manufacturer of the proposed hardware cannot guarantee new parts, as supplied parts are certified new or equivalent-to-new. Will SSC consider removing the "must be new" and replace with "must be equivalent to new or like-new qualify and equivalent in function to the original equipment parts"?

Answer #4:

For all service orders issued by Canada, the Contractor must only provide "new and unused" Hardware and Licensed Software components. The Contractor must ensure that its suppliers confirm that their products will meet this mandatory requirement.

Canada will not Lease equipment from the Contractor.

Hardware components used to provide Hardware Maintenance Service may be refurbished parts, as long as they are certified "equal quality" to new and unused equipment.

At Article 7.18 - Hardware of the RFP, insert in the table the following row:

Parts Supplied as part of Hardware Maintenance Service	Parts used to provide Hardware Maintenance Service may be refurbished parts, as long as they are certified "equal quality" to new equipment.
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Question #5:

In Part 7 - Resulting Contract Clauses, item 7.4 Standard Clauses and Conditions, specifically 4001 26 (2010/01/11) Classes of Hardware Maintenance Service, item 3 (d) requests that "within 4 working days of Canada requesting maintenance, the Contractor must restore the Hardware to Fully Functional Operation or must deliver a replacement that meets the requirements of the

Contract". Service Providers and/or Contractors are required to "fix" a non-operational unit and do not offer 'loaner' units, specifically from Other Equipment Manufacturers (OEM). The Bidders would have to maintain a stock level of every machine/component procured as part of the contract, or have the means by which to obtain the devices in 4 days or less. This would become increasingly more complicated over the life of the contract, and would subject the Bidders response to vastly increased cost for little additional value to Canada. Could the Crown please remove the requirement for a replacement unit from the Resulting Contract Clauses?

Answer #5:

The Contractor must meet all Maintenance Requirements for Network Products purchased under this contract.

The Contractor must maintain sufficient inventory of components to meet the requirements of the contract, including those specified in 4001 26 (2010/01/11) Classes of Hardware Maintenance Service, item 3 (d).

If a system component cannot be "fixed" within the mandatory timelines specified in the contract, the Contractor must provide a replacement component to restore the Hardware to Fully Functional Operation state.

Question #6:

With reference to 7.2.2 Network Gateways,

(245) The Network Gateways must support the following network connections:

- h) 1000 Base SX transceiver (multimode fibre);
- i) 1000 Base LX transceiver (multi-mode / single fiber); and

Since Network Gateways are equipped to interface with Carrier provided CPE, SBC's and LAN equipment, fiber transceivers are unnecessary. As this is perhaps an oversight, copied from other sections containing Ethernet standards, will Canada please consider removing the above noted requirements?

Answer #6:

Canada agrees to remove sub-item i) from the requirements in item 245. In addition, to provide additional clarity to the requirement, Canada will also remove the word "transceiver" from sub-items e), f), g) and h).

At Annex A - Statement of Work, Section 7.2.2 - Network Gateways is revised as follows:

DELETE

- (245) The Network Gateways must support the following network connections:
- a) Ethernet as per IEEE 802.3 at 10 / 100 Mbps;
 - b) Gigabit Ethernet as per IEEE 802.3ab and IEEE 802.3z at 1000 Mbps;
 - c) Full duplex Ethernet flow control as per IEEE 802.3x;
 - d) VLAN tagging as per IEEE 802.1q;
 - e) 10 Base-T transceiver (category 5e UTP, RJ-45 interface);
 - f) 100 Base-TX transceiver (category 5e UTP, two pair, RJ-45 interface);
 - g) 1000 Base-T transceiver (category 5e UTP, balanced four pair);
 - h) 1000 Base SX transceiver (multimode fibre);
 - i) 1000 Base LX transceiver (multi-mode / single fiber);

INSERT

- (245) The Network Gateways must support the following network connections:
- a) Ethernet as per IEEE 802.3 at 10 / 100 Mbps;
 - b) Gigabit Ethernet as per IEEE 802.3ab and IEEE 802.3z at 1000 Mbps;
 - c) Full duplex Ethernet flow control as per IEEE 802.3x;
 - d) VLAN tagging as per IEEE 802.1q;
 - e) 10 Base-T (category 5e UTP, RJ-45 interface);
 - f) 100 Base-TX (category 5e UTP, two pair, RJ-45 interface);
 - g) 1000 Base-T (category 5e UTP, balanced four pair);
and
 - h) 1000 Base SX (multimode fibre).

Question #7:

With reference to 9.2.1 (322 & 323) stored and encrypted Voice Mail messages:

Is the above requirement meant to encrypt GC data during network transport, or while it resides on physical media? If administrative access is sufficiently hardened to protect the PBX & MIS, and data streams are encrypted with CSEC approved algorithms, media storage encryption seems unusual for voice mail. Since separate, encryptable storage systems are available and in use by

GC customers currently in need of this technology, can it be altered to read: "The information system must support storage encryption, whether natively or by CSEC approved third party, using CSEC approved algorithms, as and when requested by Canada."

Answer #7:

No, the wording in 322 and 323 will remain unchanged.

Question #8:

With reference to (125, 281, & 239) the MIS user interface (help text/pages, etc) language preference specification (French or English): it has been long understood in the computing and telecommunications industry that the administrative language for Canadian systems would be English only, and that end-user interfaces would require language selection in Canada's two official languages. As this is perhaps an oversight, copied from other sections containing "user" requirements (i.e. the "user" of the MIS is by nature an administrative entity, not a "user" in the traditional sense), will Canada please consider removing this requirement from the MIS sections?

Answer #8:

Canada assumes the bidder's question references items 125, 182 and 239. If this is the case, the following changes apply to the all three items:

- a) Canada will change the words "MIS user" to "MIS administrator" to provide additional clarity on which functional roles are being addressed.
- b) All other wording in items 125, 182 and 239 will remain unchanged since the services offered by Canada to its clients must support both official languages as defined in the Official Languages Act.

At Annex A - Statement of Work, Section 7.1.1.3 - Class 1 PBX - Management Information System (MIS) is revised as follows:

- | | |
|---------------|--|
| DELETE | (125) The Class 1 PBX MIS user interface (help text/pages, navigation text/controls) must be in the language preference specified by the MIS user (French or English). |
| INSERT | (125) The Class 1 PBX MIS administrator interface (help text/pages, navigation text/controls) must be in the language preference specified by the MIS administrator (French or English). |

At Annex A - Statement of Work, Section 7.1.2.3 -Class 2 PBX - Management Information System (MIS) is revised as follows:

- DELETE** (182) The Class 2 PBX MIS user interface (help text/pages, navigation text/controls) must be in the language preference specified by the MIS user (French or English).
- INSERT** (182) The Class 2 PBX MIS administrator interface (help text/pages, navigation text/controls) must be in the language preference specified by the MIS administrator (French or English).

At Annex A - Statement of Work, Section 7.1.3.3 - Class 3 PBX - Management Information System (MIS) is revised as follows:

- DELETE** (239) The Class 3 PBX MIS user interface (help text/pages, navigation text/controls) must be in the language preference specified by the MIS user (French or English).
- INSERT** (239) The Class 3 PBX MIS administrator interface (help text/pages, navigation text/controls) must be in the language preference specified by the MIS administrator (French or English).

Question #9:

With reference to (Appendix Item #157, SA-13) the "Robustness" specification, and (3) "...security perimeter devices such as firewalls and Intrusion Detection Systems are not in scope...": Will Canada please clarify that the FIPS 140-2 Level 1 and Common Criteria EAL 1+ validation certificate(s) required for all "IP-enabled Network Products" are for the Contractor's support services, and not for the Class (x) PBX and/or end equipment?

Answer #9:

FIPS 140-2 and Common Criteria EAL 1+ validation certificates are mandatory requirements that apply to all IP-enabled Network Products defined in Annex A, sections 7.1, 7.2, 7.3 and 7.5.

Services defined in item # 3, and in the Contractor's support services (e.g. incident management, training and installation) are not in scope to these requirements.

Question #10:

We have completed a detailed review of this RFP. Based on our assessment, the time required to design a response that offers best value to the Crown exceeds the current closing date. Would the Crown consider extending the closing date by 4 weeks to allow bidders the time required to ensure that bids meet the requirements and offer best value to the Crown?

Answer #10:

Canada will extend the closing date of this RFP. The closing date has extended as follows:

FROM: June 29, 2012 at 2:00 PM EDT

TO: **July 16, 2012 at 2:00 PM EDT**

At Part 2- Bidder Instructions, Article 2.3 - Enquiries - Bid Solicitation is revised as follows:

DELETE (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

INSERT (a) All enquiries must be submitted in writing to the Contracting Authority no later than **June 29, 2012 at noon** the bid closing date. Enquiries received after that time may not be answered.

Question #11:

On page 22 of 58, Section 7.4, reference is made to all these Ts&Cs that suppliers should be aware of, the link provided does not appear to be active: <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>, it says "page not found"...Can you please supply the legal document for our review or supply new link.

Answer #11:

Please use the link below to access the Standard Acquisition Clauses and Conditions (SACC) Manual. <https://buyandsell.gc.ca/policy-and-guidelines/>

Question #12:

Can you please supply word documents for all forms.

Answer #12:

Please find on Merx as ATT 3 the Bidders Forms in MS Word format.

Question #13:

Due to the complex and involved nature of this procurement, and this bidder's desire to ensure that the response to Canada is as technically and commercially complete and effective as possible, we would request that the closing date for the procurement be extended to Friday August 31st.

Answer #13:

Please see Canada's answer at question #10 above.

Question #14:

With regard to Sections 4.3 a) Canadian Content, and 5.7 Canadian Content Definition:

The vast majority in value of the proposed solution lies with the OEM's product-set, and many services. While various OEM resellers can submit different proposals from a single OEM's solution, the content of the bid remains largely the same. Therefore, will Canada specify that it will consider multiple bids of the same OEM as representing one bid from a Canadian content perspective?

Answer #14:

No, each bid will be evaluated separately. The evaluation of Canadian Content will be conducted in accordance with the RFP.

Question #15:

With regard to Form 7, the Bidder is to certify that:

- All Hardware proposed in its bid are manufactured or assembled in Canada or United States of America or Mexico; and
- All Software proposed in its bid is integrated with the applicable Hardware in Canada or United States of America or Mexico.

In previous RFP's from security conscious departments within the Canadian Government and our allies, it has been requested that products be manufactured or assembled in CCEB member

nations, or Nations listed under the Trade Agreement Act (TAA) in the US. TAA member nations include such entities as: World Trade Organization Government Procurement Agreement Countries, Free Trade Agreement Countries, Least Developed Countries and Caribbean Basin Countries. In fact, the list of TAA designated countries (accepted by DoD for similar procurement vehicles, such as the US GSA) includes over 100 nations.

Would Canada consider pointing to these countries instead of restricting the country of origin to 3 countries? Such a restrictive list will dramatically increase the cost of goods.

Answer #15:

Canada is willing to add the following 28 NATO countries. The revised list is as follows:

Albania	Greece	Portugal
Belgium	Hungary	Romania
Bulgaria	Iceland	Slovakia
Canada	Italy	Slovenia
Croatia	Latvia	Spain
Czech Rep	Lithuania	Turkey
Denmark	Luxembourg	United Kingdom
Estonia	Netherlands	United States
France	Norway	Mexico
Germany	Poland	

At Bidders Form, Form 7 - Certification for origin of Hardware and Software is revised as follows:

DELETE Form 7 - Certification for origin of Hardware and Software

INSERT Form 7 - Certification for origin of Hardware and Software
(Revised June 21, 2012) on Merx as ATT 3

At Annex A- Statement of Work is revised as follows:

An administrative error has been made in the footer of the Statement of Work. The word "Protected A" should not have been included. The Statement of Work is unclassified.

DELETE Annex A- Statement of Work

INSERT Annex A- Statement of Work (Revised June 21, 2012) on Merx as ATT 4