

**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, 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/Equipment 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> 2013-06-13
<b>Client Reference No. - N° de référence du client</b> EN869-055068		<b>Amendment No. - N° modif.</b> 003
<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 at - à 02:00 PM on - le 2013-07-12</b>		<b>Time Zone 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>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<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>		

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**Revision #003 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 extend the bid closing date
- 2. To provide answers to bidders questions relating to the RFSO as detailed in Appendix "REV-3"
- 3. To amend the RFSO as detailed in Appendix "REV-4"

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1- The closing date is extended from **June 17, 2013 at 2:00 PM EST**  
**To July 12, 2013 at 2:00 PM EST**

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**APPENDIX "REV-3"**

**Question 26**

Reference - Section 5: Conditions for Contracting, Subsection A.39 Security Requirement (CIISD), item (a) on page 38

You state that –

*"The Offeror must, at all times during the performance of the Standing Offer, hold a valid Facility Security Clearance at the level of SECRET"*

Is Secret clearance a requirement for the bid submission, or is it required only by the time the standing offer is in progress? In other words, does this clause extend to offerors who do not have Secret clearance currently, but are in the process of obtaining it? It will be difficult to conclude the Secret clearance application process with the Government by the time of bid submission.

**Answer 26:**

A secret level security clearance must be possessed by the Offeror at the time of Bid Closing.

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### **Question 27**

Payment –

It is unclear if the Crown will pay for support contracts on a monthly basis, or annually up front.

### **Answer 27:**

As detailed in the Basis of Payment the payment will be a monthly payment in arrears.

### **Question 28**

Can you please email me Appendix M? It was not included in MERX with the other documents for this file.

### **Answer 28**

Section A.16 – Volumetric Data is deleted. Please see the solicitation Amendment #1.

### **Question 29**

As of May 1, 2013, the Crown has still not released Appendix M. Appendix M contains all of the volumetric data that Bidders need to determine the amount of work that is required to deliver the maintenance services outlined in the RFP. Without the data contained in Appendix M, we cannot start the majority of the analysis work required to respond to this RFP. Please confirm if the Crown will be providing bidders with a six week response time from the date Appendix M is made available to all Bidders. Six weeks was the time period given to bidders initially when this RFP was released with incomplete information.

### **Answer 29**

Section A.16 – Volumetric Data is deleted. Please see the solicitation Amendment #1.

### **Question 30:**

Appendix S-Maintenance Plans for Cities/Regions; Our understanding is that the winner of each OEM DISO will be obligated to provide Maintenance Services (OMP, RMP, RTD) to all cities for ALL of the maintenance plans available (e.g. OMP-1 in Whitehorse) upon receipt of a Service Order. Please confirm that our assumption is correct.

### **Answer 30:**

Confirmed. The Offeror must provide maintenance services plans for all cities/regions listed in Appendix S.

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**Question 31:**

In B.25 Basis of Payment, Canada requests that Maintenance Services shall be paid on firm monthly recurring prices as per Appendix R. OEMs generally provide maintenance service in one year increments. In the event Canada requests maintenance services and removes the services within 6 months, the Contractor will then be liable to the OEM for the additional 6 months of maintenance. We request that the Crown provide a minimum one year commitment for Maintenance Service for each Service Order. This will ensure that bidders do not include any contingency into the responses and Canada will receive the best value.

**Answer 31:**

No. The requirement remains unchanged. The payment shall be monthly as detailed in the Basis of Payment.

**APPENDIX "REV-4"**

We are adding 4 additional OEMs to the 9 OEMs currently listed under Solicitation EN869-055068/E as follow:

- Radware;
- Juniper;
- Bluecoat;
- ACS

1. (i) At Table of Contents, Group C - Maintenance Services;

**INSERT:**

*Appendix P : Pricing Workbook for NIMS Group C for **Radware***

- *Appendix P.1: Pricing Sheet for Maintenance Services*
- *Appendix P.2: Pricing Sheet for Maintenance Under Warranty*
- *Appendix P.3: Pricing Sheet for Business Volume*
- *Appendix P.4: Financial Summary*
- *Appendix P.5: Services Price Weighting*
- *Appendix P.6: Technical References*

*Appendix P : Pricing Workbook for NIMS Group C for **Juniper***

- *Appendix P.1: Pricing Sheet for Maintenance Services*
- *Appendix P.2: Pricing Sheet for Maintenance Under Warranty*
- *Appendix P.3: Pricing Sheet for Business Volume*
- *Appendix P.4: Financial Summary*
- *Appendix P.5: Services Price Weighting*
- *Appendix P.6: Technical References*

*Appendix P : Pricing Workbook for NIMS Group C for **Bluecoat***

- *Appendix P.1: Pricing Sheet for Maintenance Services*
- *Appendix P.2: Pricing Sheet for Maintenance Under Warranty*
- *Appendix P.3: Pricing Sheet for Business Volume*
- *Appendix P.4: Financial Summary*
- *Appendix P.5: Services Price Weighting*
- *Appendix P.6: Technical References*

*Appendix P : Pricing Workbook for NIMS Group C for **ACS***

- *Appendix P.1: Pricing Sheet for Maintenance Services*
- *Appendix P.2: Pricing Sheet for Maintenance Under Warranty*
- *Appendix P.3: Pricing Sheet for Business Volume*
- *Appendix P.4: Financial Summary*

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- *Appendix P.5: Services Price Weighting*
- *Appendix P.6: Technical References*

2. (ii) At Part A: RFSO -Bidding Process, Section 1: General information and Instructions to Offerors, A.1 Background and Description of Requirement, (a) (i) NIMS Group C - Maintenance Services;

**INSERT:**

- Radware;
- Juniper;
- Bluecoat;
- ACS

3. (iii) At Part A: RFSO - Bidding Process, Section 1: General information and Instructions to Offerors, A.3 Structure and Format of this Solicitation, (b), (i) Group C Maintenance Services;

**INSERT:**

*Appendix P: Pricing Workbook for NIMS Group C for Radware.*

*Appendix P: Pricing Workbook for NIMS Group C for Juniper.*

*Appendix P: Pricing Workbook for NIMS Group C for Bluecoat.*

*Appendix P: Pricing Workbook for NIMS Group C for ACS.*

4. (iv) At Part A: RFSO -Bidding Process, Section 2: Bid Submission Instructions, A.20 Financial Offer, (b);

**INSERT:**

(J) *Appendix P: Pricing Workbook for NIMS Group C for Radware*

*Appendix P.1: Pricing Sheet for Maintenance Services*

*Appendix P.2: Pricing Sheet for Maintenance Under Warranty*

*Appendix P.3: Pricing Sheet for Business Volume*

*Appendix P.4: Financial Summary*

(K) *Appendix P: Pricing Workbook for NIMS Group C for Juniper*

*Appendix P.1: Pricing Sheet for Maintenance Services*

*Appendix P.2: Pricing Sheet for Maintenance Under Warranty*

*Appendix P.3: Pricing Sheet for Business Volume*

*Appendix P.4: Financial Summary*

- (L) *Appendix P: Pricing Workbook for NIMS Group C for Bluecoat*  
*Appendix P.1: Pricing Sheet for Maintenance Services*  
*Appendix P.2: Pricing Sheet for Maintenance Under Warranty*  
*Appendix P.3: Pricing Sheet for Business Volume*  
*Appendix P.4: Financial Summary*

- (M) *Appendix P: Pricing Workbook for NIMS Group C for ACS*  
*Appendix P.1: Pricing Sheet for Maintenance Services*  
*Appendix P.2: Pricing Sheet for Maintenance Under Warranty*  
*Appendix P.3: Pricing Sheet for Business Volume*  
*Appendix P.4: Financial Summary*

5. (v) At Part A: RFSO -Bidding Process, Section 3: Evaluation Methodology, A.26 Introduction, (a), (i);

**INSERT:**

- Radware;
- Juniper;
- Bluecoat;
- ACS

6. (vi) At Part A: RFSO -Bidding Process, Section 3: Evaluation Methodology, A.26 Introduction, (b);

**DELETE:**

For Group C, Offerors may submit an offer for maintenance services for only one OEM, for a combination of OEMs or all nine (9) OEMs. Offers received will be evaluated independently in accordance with **Evaluation and Selection Methodology** stipulated herein.

**INSERT:**

For Group C, Offerors may submit an offer for maintenance services for only one OEM, for a combination of OEMs or all thirteen (13) OEMs. Offers received will be evaluated independently in accordance with **Evaluation and Selection Methodology** stipulated herein.

7. (vii) At Part B: Model Standing Offer, B.6 Priority of Documents, (c) For Group C - Maintenance Services, (D) Applicable Appendix P;

**INSERT:**

*Appendix P: Pricing Workbook for NIMS Group C for Radware*

*Appendix P: Pricing Workbook for NIMS Group C for Juniper*

*Appendix P: Pricing Workbook for NIMS Group C for Blue Coat*

*Appendix P: Pricing Workbook for NIMS Group C for ACS*

8. Replace the Annex P Pricing Tables

**DELETE:** Appendix P: Pricing Workbook for NIMS Group C for Riverbed in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for Fortinet in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for Hewlett-Packard in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for McAfee Inc. in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for Avaya in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for Brocade Communications Systems Inc. in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for Check Point Software Technologies Inc. in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for Eaton Corporation PLC in its entirety.

Appendix P: Pricing Workbook for NIMS Group C for F5 Networks Inc. in its entirety.

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**INSERT:** Appendix P: Pricing Workbook for NIMS Group C for Riverbed dated June 13, 2013

Appendix P: Pricing Workbook for NIMS Group C for Fortinet dated June 13, 2013

Appendix P: Pricing Workbook for NIMS Group C for Hewlett-Packard dated June 13, 2013

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Appendix P: Pricing Workbook for NIMS Group C for Radware Communications Systems Inc. dated June 13, 2013

Appendix P: Pricing Workbook for NIMS Group C for Juniper dated June 13, 2013

Appendix P: Pricing Workbook for NIMS Group C for Blue Coat dated June 13, 2013

Appendix P: Pricing Workbook for NIMS Group C for ACS dated June 13, 2013