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Bid Receiving Shared Services
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700 Montreal Road
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K1A 0P7

**REQUEST FOR RESPONSES FOR
EVALUATION**

**DEMANDE DE RÉPONSES POUR
L'ÉVALUATION**

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Requirements.

Ce document contient des exigences
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K1A 0S5

Title – Sujet Data Warehouse for Canada Border Services Agency	
Solicitation No. – N° de l'invitation 10029562/A	Date May 27, 2013
Client Reference No. – N° référence du client : 13-0444	
GETS Reference No. – N° de reference de SEAG	
File No. – N° de dossier CAB10029562	CCC No. / N° CCC - FMS No. / N° VME

Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le July 8, 2013	Time Zone / Fuseau horaire Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Melissa Ho	Buyer Id – Id de l'acheteur CAB
Telephone No. – N° de téléphone : 819-956-1389	Email - Courriel melissa.ho@ssc-spc.gc.ca
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein Voir aux présentes	

Delivery required - Livraison exigée See Herein / Voir aux présentes	Delivery Offered – Livraison proposée
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SHARED SERVICES CANADA

DATA WAREHOUSE FOR CANADA BORDER SERVICES AGENCY **REQUEST FOR RESPONSES FOR EVALUATION**

RFRE no.: 10029562/A



**REQUEST FOR RESPONSES FOR EVALUATION
DATA WAREHOUSE
FOR
CANADA BORDER SERVICES AGENCY (CBSA)**

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ANNEXES TO THE RFRE:

Annex A: CBSA Data Warehouse RFRE Submission Form

Annex B: Security Requirements Checklist (SRCL)

Annex C: IT Products List

Annex D: Draft CBSA Data Warehouse RFP



PART 1 GENERAL INFORMATION AND RESPONDENT INSTRUCTIONS

1.1 Introduction

- 1.1.1 This Request for Responses for Evaluation (RFRE) is being issued by Shared Services Canada (SSC).
- 1.1.2 The objective of this RFRE is to identify and select Successful Respondents to proceed to subsequent phases of this procurement process.
- 1.1.3 An overview of the entire procurement process can be found in Part 3 - Overview of Procurement Process.
- 1.1.4 This RFRE will ensure that Canada deals with security functionality issues based on commercial solutions proposed to address the requirement. Accordingly, through this Request for Response Evaluation, Canada will pre-approve the list of Information Technology Products for commercial off-the-shelf (COTS) technology hereafter referred to as the Solution and to integrate such Solution with an existing Data Warehouse Environment (DWE). This is an issue of security and therefore evolving in nature and over time. The assessment of proposed solutions, however, will be applied uniformly based on the perceived threats at the time of closure of the RFRE.

1.2 Parts of the RFRE

- Part 1 General Information & Respondent Instructions: provides an overview of the CBSA Data Warehouse requirement, the instructions and clauses and conditions applicable to the RFRE.
- Part 2 Response Preparation Instructions: provides Respondents with instructions on how to prepare their response to the RFRE.
- Part 3 Overview of Procurement Process: provides Respondents with an overview of the phases of the Procurement process.
- Part 4 Assessment Procedures and Selection of Successful Respondents: indicates how the evaluation of RFRE responses will be conducted and the basis of selecting the Respondents that will continue with the CBSA Data Warehouse procurement process following the RFRE Phase.

The following annexes are part of this RFRE:

- Annex A: CBSA Data Warehouse RFRE Submission Form
- Annex B: Security Requirements Checklist (SRCL)
- Annex C: IT Products List
- Annex D: Draft CBSA Data Warehouse RFP

This RFRE is neither a request for proposal nor a solicitation of bids or tenders and is intended only to pre-qualify respondents. No contract will result from this RFRE. Given that this RFRE may be cancelled by Canada, it may not result in any of the subsequent procurement processes described in this document. Because the RFRE is not a tender, Respondents are welcome to withdraw from the process at any time. The resulting contract clauses including the statement of work, which describes the form of contract that may result from the subsequent Request for Proposal has been included to assist Respondents in the development of their response.

1.3 Overview of the CBSA Data Warehouse Requirement

Canada has a firm requirement for a commercially and generally available (COTS) technology hereafter referred to as the Solution. The required solution would be a single COTS based solution that is pre-



integrated with all necessary hardware, software, firmware, networking and storage, and is typically engineered to support high performance and high availability data warehouse environments. This solution would be the foundation infrastructure for CBSA's data warehouse that will be accessed by existing CBSA front-end client toolsets. This solution will ensure the capability to support the CBSA eManifest crown project deliverables for data warehouse & business intelligence. This solution will be required to support 5 separate environment requirements that CBSA has including Sandbox, Development & Testing, Pre-Production, Production as well as a Remote Disaster Recovery production environment.

The resulting contract will be used by SSC to provide shared services to CBSA. However, SSC may also choose to use this Contract for some or all of its clients and may use alternative means to provide the same or similar services.

1.4 Standard Instructions, Clauses and Conditions Applicable to the RFRE

- 1.4.1 All instructions, clauses and conditions identified in the RFRE by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual, (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>), issued by Public Works and Government Services Canada (PWGSC).
- 1.4.2 Respondents who submit a response agree to be bound by the instructions, clauses and conditions of the RFRE.
- 1.4.3 Standard Instructions - Goods or Services - Competitive Requirements 2003 (2012-11-19) are incorporated by reference into and form part of the RFRE, except that:
 - 1.4.3.1 Wherever the term "bid solicitation" is used, substitute "Request for Responses for Evaluation";
 - 1.4.3.2 Wherever the term "bid" is used, substitute "response";
 - 1.4.3.3 Wherever the term "Bidder(s)" is used, substitute "Respondent(s)";
 - 1.4.3.4 This RFRE relates only to the potential to qualify to submit a bid in response to a subsequent Request For Proposal for the CBSA Data Warehouse requirement;
 - 1.4.3.5 Subsection 5.4, which discusses a validity period, does not apply, given that this RFRE invites Respondents simply to qualify. Canada will assume that all Respondents who submit a response continue to wish to qualify unless they advise the Contracting Authority in writing that they wish to withdraw their response.
- 1.4.4 If there is a conflict between the provisions of 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to SSC.
- 1.4.5 Section 3 is amended as follows: delete "Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c.16"
- 1.4.6 The text under Subsection 4 and Subsection 5 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is deleted as this requirement will be dealt with during the RFP phase.

1.5 Submission of RFRE Response

- 1.5.1 Responses must be submitted only to the SSC Bid Receiving Unit by the date, time and place indicated on the cover page of the RFRE, despite any instructions in 2003.
- 1.5.2 Due to the nature of the RFRE, responses transmitted by facsimile or e-mail to SSC will not be accepted.

1.6 Enquiries During the RFRE Response Period



- 1.6.1 All enquiries regarding the RFRE and draft RFP must be submitted in writing to the Contracting Authority no later than 10 calendar days before the RFRE closing date. Enquiries received after that time may not be answered.
- 1.6.2 Respondents should reference as accurately as possible the numbered item of the RFRE to which the enquiry relates. Care should be taken by Respondents to explain each question in sufficient detail in order to allow Canada to provide an accurate answer.
- 1.6.3 Technical enquiries that are of a “proprietary” nature must be clearly marked “proprietary” at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may request that the Respondent edit the question, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Respondents. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada.
- 1.6.4 It is the intention of Canada to answer all questions regarding the draft Request for Proposal (RFP) attached as an annex to the RFRE during the RFRE Phase. At Canada’s discretion, any questions submitted by vendors during the RFP phase may be considered or addressed. If vendors wish to ensure a response to their submitted questions, they must be received by the Contracting Authority during the RFRE phase in advance of the question period deadline.

1.7 Improvement of Requirement During RFRE

If Respondents consider that the specifications or Statement of Requirements contained in the draft RFP could be improved technically or technologically, Respondents are invited to make suggestions, in writing, to the Contracting Authority indicated on page 1 of RFRE. Respondents must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular Respondent will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled “Enquiries During the RFRE Response Period”. Canada will have the right to accept or reject any or all suggestions.

1.8 Applicable Laws

- 1.8.1 The relations between the parties will be governed by the laws in force in the Province of Ontario.
- 1.8.2 A Respondent may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its response, by inserting the name of the Canadian province or territory of its choice in the RFRE Submission Form included as Annex A. If no other province or territory is specified, the Respondent acknowledges that the laws of Ontario are acceptable to it.

1.9 Submission of Only One Response from a Responding Group:

- 1.9.1 The submission of more than one response from members of the same responding group is not permitted in response to this RFRE. If the members of a responding group participate in more than one response, Canada will set aside all the responses.
- 1.9.2 For the purposes of this article, "responding group" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "related" for the purposes of this bid solicitation if:
 - 1.9.2.1 they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - 1.9.2.2 they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*,



1.9.2.3 the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or

1.9.2.4 the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.



PART 2 RESPONSE PREPARATION INSTRUCTIONS

2.1 Response Preparation Instructions

2.1.1 **Copies of Response:** Canada requests that Respondents provide their response as follows:

2.1.1.1 Annex A: RFRE Submission Form (1 hard copy).

2.1.1.2 Annex C: IT Products List (1 hard copy) and 1 soft copy on CD or DVD.

2.1.1.3 If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

2.1.1.4 No prices must be indicated in any portion of the RFRE response.

2.1.2 **Canada's Policy on Green Procurement:** In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Respondents are encouraged to:

2.1.2.1 use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and

2.1.2.2 use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.

2.2 Contents of Response

2.2.1 **A complete RFRE response consists of the following:**

2.2.1.1 **Completed Annex A: CBSA Data Warehouse RFRE Submission Form:** Respondents should include the information contained in the RFRE Submission Form (Annex A) with their responses. Annex A provides a common form in which Respondents can provide information required for evaluation, such as contact names, the Respondent's Procurement Business Number, the Respondent's status under the Federal Contractors Program for Employment Equity, etc. If the information requested is not provided with the RFRE response, upon request by the Contracting Authority the Respondent must submit the information.

2.2.1.2 **Completed Annex C: IT Products List:** Respondents **must** include a complete list of IT Products. *Respondents must use RFRE Annex C to provide this information.*

2.2.1.3 **Network Diagram:** Respondents **must** provide a network diagram as outlined in PART 4 in this RFRE.

2.3 Pricing

2.3.1 Pricing information for the CBSA Data Warehouse requirement should not be included in the response to this RFRE.

2.4 Language

Respondents are requested to identify in the RFRE Submission Form (Annex A), which of Canada's two official languages they prefer to be used for future communications from Canada and, if successful in the RFRE evaluation, for the RFP phase.



PART 3 OVERVIEW OF THE PROCUREMENT PROCESS

3.1 Overview

- 3.1.1 The RFRE Phase is the first phase of the CBSA Data Warehouse multi-phase procurement process as summarized in Table 1. The RFRE defines the requirements for the RFRE Phase. The objective of the RFRE Phase is to qualify Respondents (to be known as the "Successful Respondents") for further consideration in the CBSA Data Warehouse procurement process.
- 3.1.2 On July 12, 2012, Shared Services Canada invoked the National Security Exception under the trade agreements in respect of procurements related to email, networks and data centres. As a result, this requirement is subject to the National Security Exception.
- 3.1.3 Refer to Part 4 for a more detailed explanation of the RFRE Evaluation Procedures and Selection of Successful Respondents.

Table 1 - Summary of CBSA Data Warehouse Procurement Process

Procurement Phase	Objectives
RFRE	<ul style="list-style-type: none">• Issue RFRE on the Government Electronic Tendering Service• Obtain RFRE responses from Respondents• Evaluate RFRE responses• Select the Successful Respondents to continue to the RFP phase
RFP	<ul style="list-style-type: none">• Issue final RFP to all Successful Respondents• Obtain bid responses from the Bidders• Evaluate the bids
Contract Award	<ul style="list-style-type: none">• Award the CBSA Data Warehouse contract



PART 4 ASSESSMENT PROCEDURES AND SELECTION OF SUCCESSFUL RESPONDENTS

4.1 Assessment Procedures

4.1.1 Responses will be assessed in accordance with the entire requirement of the RFRE. There are multiple steps in the assessment, which are described below. Even though the assessment will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Respondent has successfully passed all the previous steps. Canada may conduct steps of the assessment in parallel.

4.2 Phase 1: Technical Evaluation – Mandatory Technical Criteria

4.2.1 Each response will be reviewed to determine whether it meets the mandatory requirements of the RFRE. Any element of the RFRE identified with the words “must” or “mandatory” is a mandatory requirement. Responses that do not comply with each and every mandatory requirement will be disqualified.

4.2.2 The Mandatory Technical Criteria are as follows:

4.2.3 The Respondent must submit a complete IT Products List in accordance with Annex C.

4.2.3.1 The Respondent’s IT Products List must be safe and secure.

4.2.3.2 The determination of whether an IT Products List is safe and secure is the result of a security assessment. In order to be fair to all suppliers, Canada must reserve to itself the ability to review all information that may be relevant for a comprehensive security assessment of the IT Products List, and in doing so it cannot exhaustively list all of the possible sources of relevant information in the RFRE, as such enumeration could cause Canada to be unable to take into account information that could be crucial to a fair assessment.

The approval process of the IT Products List is as follows:

4.2.3.2.1 Canada will review the IT Products List proposed by Respondents to determine if these are acceptable to Canada;

4.2.3.2.2 Canada will have the right to ask from the Respondent any additional information that Canada requires to conduct a complete security assessment of the IT Products List before issuance of the RFP. The Respondent will have 1 working day (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the response being disqualified.

4.2.3.2.3 If Canada determines that the information within the IT Products List is acceptable to Canada, Canada will notify the Respondent, in writing of the approval of the IT Products List.

4.2.3.2.4 If Canada determines that any information within the IT Products List is unacceptable to Canada, Canada will notify the Respondent, in writing, that the proposed IT Products List is not approved and will provide the Respondent one opportunity to submit a modified IT Products List within 10 calendar days of the receipt of Canada’s written notification.

4.2.3.2.5 If Canada determines that the information proposed within the second IT Products List is unacceptable to Canada, no further opportunities to submit a new IT Products List will be permitted and the response will be considered non-responsive and be disqualified.

4.2.3.2.6 Once Canada approves the IT Products List, no modifications are permitted to the approved list in subsequent stages of this procurement process. This is a mandatory requirement of this procurement process.



4.2.3.3 The Respondent must provide a Network Diagram of the network proposed to be used to deliver the services under the draft RFP, which must include at a minimum:

4.2.3.3.1 physical and logical network topology, depicting the nodes and connections amongst nodes in the network; and

4.2.3.3.2 details of the nodes in the network, protocols, bandwidths, etc.

4.3 Phase 2: Selection of Successful Respondents

A response must comply with the requirements of the RFRE and meet all mandatory evaluation criteria to be declared a Successful Respondent.



Annex A

CBSA DATA WAREHOUSE RFRE SUBMISSION FORM	
RFRE NO.:	
Repondent's full legal name <i>[Note to Respondents: Respondents who are part of a corporate group should take care to identify the correct corporation as the Respondent.]</i>	
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Respondent's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> <i>[Note to Respondents: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.]</i>	
Jurisdiction of Contract: Province in Canada the Respondent wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in the RFRE)	
Canada's Official Language in which the Supplier will communicate with Canada during any subsequent process - indicate either English or French	
On behalf of the Respondent, by signing below, I confirm that I have read and understood the entire RFRE including the documents incorporated by reference into the RFRE and the entire Response, and I certify that: 1. All the information provided in the RFRE Response is complete, true and accurate.	
Signature of Authorized Representative of Respondent	



Annex B

Security Requirements Checklist (SRCL)

(The SRCL is attached as a separate document)



Annex C

IT Product List

(The IT Product List is attached as a separate document)



Annex D

Draft CBSA Data Warehouse RFP

(The Draft CBSA Data Warehouse RFP is attached as a separate document)