Shared Services Canada
Services partagés Canada

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LETTER OF INTEREST

LETTRE D'INTÉRÊT

Comments - Commentaires

Title – Sujet Industry Engagement Day Notice for the Data Centre Consolidation Program – Avis de séance de consultation de l'industrie dans le cadre du Programme de regroupement des centres de données	

Solicitation No. – N° de l'invitation DCC Industry Engagement	**Date** June 27, 2013

Client Reference No. – N° référence du client

GETS Reference No. – N° de reference de SEAG

File No. – N° de dossier

	Time Zone Fuseau horaire
Solicitation Closes – L'invitation prend fin **at – à 04 :00 PM** **on – le** July 11, 2013	Eastern Daylight Saving Time EDT Heure avancée de l'Est (HAE)

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

Address Inquiries to : - Adresser toutes questions à:
Solinda Phan

Email - Courriel : ConsultationSPC.SSCConsultation@spc-ssc.gc.ca	**FAX No. – N° de FAX** Not applicable

Destination – of Goods, Services, and Construction:
Destination – des biens, services et construction :
See Herein

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 See Herein	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**	

Issuing Office – Bureau de distribution
SSC | SPC
Procurement and Vendors Relationships | Achats et relations avec les fournisseurs
XK Division | Division XK
11 Laurier Street | 11, rue Laurier
Place du Portage, Phase III, 12C1
Gatineau, Quebec
K1A OS5

Industry Engagement Day Notice for the Data Centre Consolidation Program

Shared Services Canada (SSC) is accountable to the Minister of Public Works and Government Services to modernize how the federal government manages its information technology (IT) infrastructure in order to better support the delivery of programs and services to Canadians. *The Shared Services Canada Act* and the accompanying Orders in Council mandate SSC to provide email, data centre and telecommunications services to partner federal departments and agencies, as shown in Annex A. SSC also provides optional services to government departments and agencies on a cost-recovery basis.

SSC will transform its services through consolidation, standardization, and renewal to generate savings, improve service, and increase security. SSC is currently working towards the following:

a) Moving towards one secure, reliable and cost-effective email system;

b) Reducing the number of data centres to fewer than 20 modern, secure and reliable centres;

c) Designing and building an integrated telecommunications network to support Government of Canada (GC) operations from coast to coast and internationally; and

d) Protecting the integrity, accessibility and reliability of the GC's IT infrastructure, and the personal information of Canadians.

On July 17, 2013, Shared Services Canada will host an information session in the National Capital Region, with video conferencing rooms available at the selected sites listed in Annex E, to present the current state of the data centre services that serve the partner Government of Canada departments and agencies, and its "Data Centre Consolidation (DCC) Program," which is Shared Services Canada's plan for improving the delivery of these services. This "Industry Engagement Day" session is open to all interested suppliers and associations from the IT Industry. Following the DCC Program Industry Engagement Day, One-on-One meetings will be held from July 22 to 26 with Industry representatives who wish to provide further input. All media inquiries related to the DCC Program should be directed to the Media Relations Office at (613) 947-6276. The purpose of the session is for Shared Services Canada to present information and elicit feedback from Industry on the following topics:
*   The scope of the Data Centre Consolidation Program;
*   Data centre services and the best and most innovative options available in the market today that will support the Government of Canada's requirements;
*   The role of Industry as a contributor to the transformation of the GC's IT infrastructure;
*   The proposed "Collaborative Procurement Solutions" approach; and
*   The Cyber Security Supply Chain Integrity Threats.

Specifically, the GC is seeking feedback on the scope, requirements, and delivery options related to the provision of platforms and data centre services for the GC.   The GC is particularly interested in discussing and understanding how vendors will:

1. incorporate emerging trends/technologies into their proposed solutions, while meeting GC's security requirements;
2. leverage Government Furnished Equipment / assets, lessons learned, and previous experiences in delivering similar data centre service solutions;
3. address application migration and integration issues related to the introduction of new infrastructure, including the use of automation tools;
4. incorporate usage-based or size-based licensing options, just-in-time capacity methodologies, innovative financing or other additional benefits related to the service provided;
5. utilize maximum pre-delivery configuration and integration; and,
6. address perceived barriers to success and risks that require mitigation strategies.

The details herein are intended to help prepare Industry for the upcoming Industry Engagement Day and the One-on-One meetings for the Data Centre Consolidation Program.

National Security Exception: The procurement related to this initiative is subject to National Security Exception and is, therefore, excluded from all of the obligations of the trade agreements.

BACKGROUND INFORMATION

SSC will streamline and reduce duplication in the government's IT services. The IT infrastructure consists of the underlying IT equipment, software, networks and supporting organizations required to deliver government programs and services. Standardizing and consolidating IT services will reduce costs, improve services, leverage capacity in the public and private sectors through pooled resources and greater buying power, and strengthen the security of GC data to ensure Canadians are protected. Data centres provide all of the computing, storage and hosting services for application services across the GC and are key enablers of service delivery to Canadian citizens and businesses, both at home and abroad.

CURRENT STATE OF DATA CENTRE SERVICES

Shared Services Canada, as of January 8, 2013, operates and maintains 485 data centres and an additional 2,718 points-of-presence (server locations) for its partner organizations. Housed within these data centres the GC has around 70 PB of online storage, 130 PB of off-line storage and 23,424 servers with an average utilization rate per server of 12%. These assets are maintained by independent teams to manage server and storage infrastructure for partner organizations.

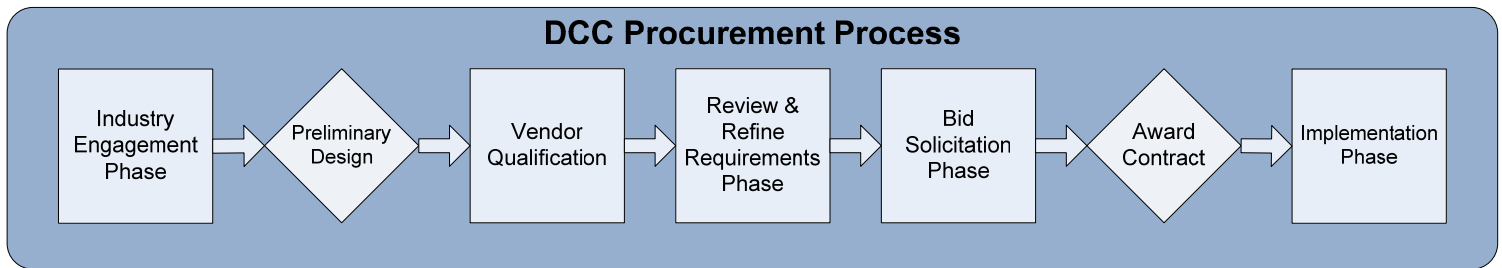## BUSINESS OUTCOMES OF THE DATA CENTRE CONSOLIDATION PROGRAM

The current state of GC data centres does not address the government's objectives to eliminate duplication in IT services, reduce the government's IT footprint, and reduce costs. By implementing a comprehensive modernization strategy across all of the GC, the DCC Program will deliver efficient, scalable and standardized data centre services that will reduce operating costs for government data centre services as a whole.

The DCC Program will achieve the following business outcomes:

- Savings – Transformation, consolidation and standardization of data centre services will realize material and ongoing cost savings through economies of scale and avoidance of future costs. Savings will also be generated by a reduction in energy consumption and carbon footprint.

- Service – Transformation, consolidation and standardization of data centre services will better enable the delivery of government services to Canadians by improving availability, scalability and agility of IT infrastructure services. Better services mean responsiveness to business demands and improved client satisfaction. Outcomes will be measured through increases in capacity and speed, improved response times, and reductions in service calls and service outages.

- Security – Transformation, consolidation and standardization of data centre services will provide a secure technology infrastructure and environment to meet program needs, increase the confidentiality and integrity of information, enable enhanced cyber security, and strengthen Canada's national security. Outcomes will be measured by a reduction in vulnerabilities, security breaches, and improved audit findings.
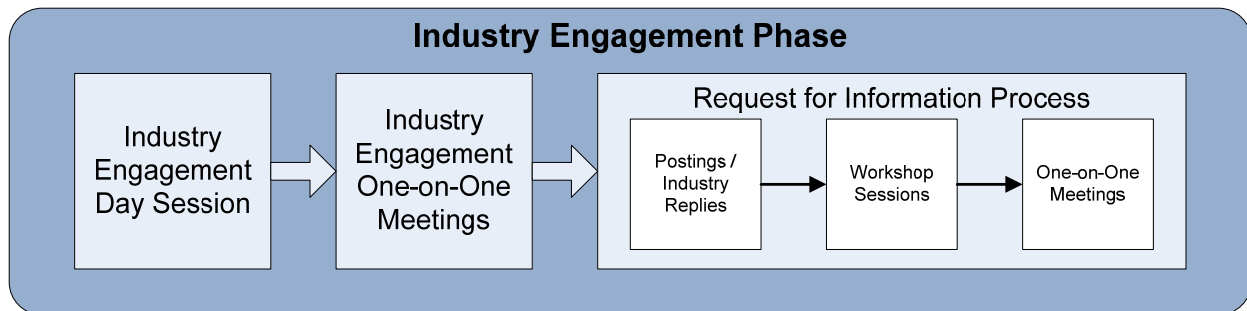
CONTRACTING AND PROCUREMENT

SSC will be utilizing a collaborative procurement approach throughout transformation, as was done with the Email Transformation Initiative, in order to generate new ideas based on Industry input. This iterative approach to requirements definition will involve Industry vendors and will reduce the probability of ill-defined requirements leading to change requests. The defined requirements will balance what Industry can provide cost effectively and rapidly with a solution that meets the GC's needs. Contract terms and conditions will also be defined in collaboration with Industry. The Review and Refine Requirements Phase of the approach will be conducted with Successful Respondents in order to validate requirements and develop solution approaches and strategies.

DCC Procurement Process

Industry Engagement Phase → Preliminary Design → Vendor Qualification → Review & Refine Requirements Phase → Bid Solicitation Phase → Award Contract → Implementation Phase

INDUSTRY ENGAGEMENT PHASE

The "Industry Engagement Phase" is the first phase of the DCC Program's procurement process, and it has 3 stages:

Industry Engagement Phase

Industry Engagement Day Session	→	Industry Engagement One-on-One Meetings	→	Request for Information Process

Request for Information Process: Postings / Industry Replies → Workshop Sessions → One-on-One Meetings

1. <u>Industry Engagement Day Session</u>: This will be the first face-to-face engagement with Industry specific to the DCC Program, building on the work being done through SSC's IT Infrastructure Roundtable. The purpose of this session is for Shared Services Canada to:
   - Present the scope of the Data Centre Consolidation Program, which includes:
     o Shared Services Canada's mandate; and
     o The data centre services transformation plan and service delivery options.
   - Data centre services and the best and most innovative options available in the market today that will support the Government of Canada's requirements;
   - The roll of Industry as a contributor to the transformation of the GC's IT infrastructure;
   - Explain the proposed "Collaborative Procurement Solutions" approach;
   - Address the Cyber Security Supply Chain Integrity Threat; and
   - Elicit feedback from Industry, which includes:
     o Assessing the level of interest among companies and industry associations in providing a solution for the new data centre services;
     o Determining the general capacity of companies to meet key requirements; and
     o Identifying any concerns with, or ideas for, the scope, requirements and procurement approach of the DCC Program.

   Presentations made by Shared Services Canada, the list of attendees and general responses to questions will be published via the Government Electronic Tending Service after the Industry Engagement Day session.

2. <u>Industry Engagement One-on-One Meetings</u>: Suppliers and industry associations will have the opportunity to participate in 45-minute one-on-one meetings with GC representatives following the Industry Engagement Day. These meetings are intended for data centre services solution providers or manufacturers to provide additional feedback on the procurement process, scope and requirements presented on Industry Engagement Day. There will be no fixed agenda, however, Shared Services Canada would like to discuss:
   - Platform and Infrastructure solutions and implementation approaches, in alignment with the DCC End State platform architecture and standards;
   - Feedback on the scope, requirements, procurement process and service delivery options; and
   - Best practices and/or case studies that the supplier/association wishes to bring to the meeting regarding the transformation of data centre services.

3. <u>Request For Information Process</u>: All DCC Program Request for Information (RFI) solicitations will be posted on the Government Electronic Tendering Service in due course. RFIs will be an

avenue whereby Industry can submit written feedback and responses. This will provide additional opportunities for suppliers/associations that were unable to participate in the previous events of the Industry Engagement Phase, to submit written vendor feedback on best practices, requirements and challenges. Feedback from the Industry Engagement Day will be used to inform the RFI process going forward. Once the RFI process commences, each RFI may consist of the following milestones:

    a)   RFI Posting and Responses from Industry to the RFI
    b)   RFI Industry Workshop Sessions
    c)   RFI One-on-One Meetings

Shared Services Canada intends to leverage the feedback from the Industry Engagement Phase to determine a data centre services' transformation strategy and solidify the procurement approach. Moving forward, Shared Services Canada will require vendors to hold a security clearance level of Secret or higher to proceed with subsequent phases of the procurement.

The following are the anticipated dates for the 3 stages of the Industry Engagement Phase of the DCC Program:

Milestone Event	Date
Industry Engagement Day Session	July 17, 2013
Industry Engagement One-on-One Meetings	July 22, 2013 to July 26, 2013
RFI Posting(s)	TBD

REGISTRATION FOR INDUSTRY ENGAGEMENT DAY AND ONE-ON-ONE MEETINGS

Shared Services Canada invites potential bidders that are interested in the DCC Program and any resulting procurement, including any industry associations representing a market segment affected by this initiative, to the Industry Engagement Day session and Industry Engagement One-on-One meetings.

Industry Engagement Day

Interested participants must register their representatives by electronically completing the "Industry Engagement Day Registration Form" in Annex B and sending an email to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca no later than **4:00 p.m. EDT on July 11, 2013**.

Due to space considerations for the Industry Engagement Day presentation room (address provided below), each participant may only register up to 2 representatives from its company/association.

Participants must identify themselves by their legal corporate name, corporate address and email address, and area of expertise, and provide the name(s) of their representative(s) attending. By providing the above information, each respective party acknowledges and consents to the release of this information to the public which may include any resulting recordings such as, but not limited to, video-conferencing. Shared Services Canada will be facilitating video-conference connections for the Industry Engagement Day at the locations identified in Annex E. There will be no teleconference connections provided for Industry Engagement Day. Industry representatives unable to participate on location may wish to register to attend via video-conference. Please indicate on the registration form whether your representative(s) will attend the Industry Engagement Day session on location or at one of the video-conference locations in Annex E. If sending two representatives, they can attend at different locations. More details are provided in the registration form in Annex B. **Representatives will need to bring identification that includes a picture of themselves (i.e. photo ID, such as a driver's license), when they arrive for sign-in at the Industry Engagement Day presentation room or at one of the video-conference locations.**

Logistic Information

Industry Engagement Day
Date: July 17, 2013
Time: 9:00 a.m. EDT for Industry sign-in
9:45 a.m. EDT for start of session
Presentation Room Location: Deschênes Room, Palais des Congrés, 50 Maisonneuve Blvd., 3rd floor, Gatineau, Québec

Security: Presentations will be unclassified.
There are no security barriers (a security pass is **not** required) to enter the room. However, security escorts will be required for those participating via a video-conference location.

Point of Contact:
Solinda Phan
Shared Services Canada
Procurement and Vendor Relationships
E-Mail: ConsultationSPC.SSCConsultation@spc-ssc.gc.ca

Government Officials

Any public servants wishing to attend the Industry Engagement Day session must register by electronically completing the "Industry Engagement Day Registration Form for Public Servants" in Annex C and sending an email to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca no later than 4:00 p.m. EDT on July 11, 2013. Priority will be given to industry registrations and, subject to any remaining

space/capacity availability, public servants that register will be confirmed once all registrations have been finalized.

One-on-One Meetings

Suppliers/associations interested in participating in the Industry Engagement One-on-One meetings must register their representatives by completing the "Industry Engagement One-on-One Meeting Registration Form" in Annex D and sending an email to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca no later than **4:00 p.m. EDT on July 11, 2013**. Applicants should be aware that Shared Services Canada will publish, via the Government Electronic Tendering Service, the list of suppliers and associations that participated in these One-on-One meetings. Applicants are requested to indicate the general purpose/objective of their meeting request on this registration form. **Only registrations from participants that had a representative attend the Industry Engagement Day session will be accepted.**

All One-on-One meetings will be held in the National Capital Region. Locations and times for One-on-One meetings will be provided to the respective participants as part of Shared Services Canada's confirmation of the date and time for each of the One-on-One meetings.

Additional Registration Details

Updates to Registrations

Changes to registration requests can be made by sending a request to ConsultationSPC.SSCConsultation@spc-ssc.gc.ca by no later than 4:00 p.m. EDT on July 11, 2013. This includes substitutions of pre-registered representative(s) with other person(s), and changes to the location from which representative(s) will be attending. In order to be permitted entrance into the Presentation Room or video-conference rooms associated with the Industry Engagement Day session, representatives need to be registered with Shared Services Canada, following the registration process described above.

Registration Confirmation

Shared Services Canada will confirm registration or any changes to registration requests, via email acknowledgement, to each registrant no later than 4:00 p.m. EDT on July 15, 2013.

Industry Engagement Expenses

Attendees are responsible for their own transportation, accommodation, meals and parking. Shared Services Canada will not reimburse any attendee for expenses incurred in attending, participating and/or responding to any part of these Industry engagement activities.

Industry Engagement Day Participation

Participation is not mandatory. Failure to attend these sessions/meetings will not preclude participants from participating in the next procurement phase.

AGENDA FOR INDUSTRY ENGAGEMENT DAY

The doors for the presentation room in the National Capital Region will open 45 minutes prior to the first presentation, in order to provide sufficient time for representatives to sign in. Attendees are requested to arrive at least 15 minutes before the start of the first presentation at 9:45 am EDT. The doors for the video-conference locations will open 45 minutes prior to the first presentation, as indicated in Annex E.

Time (EDT)	Presenter	Description
9:00 – 9:45	Registration	
9:45 – 10:00	President / Chief Operating Officer	Welcome and Introductions Shared Services Canada Overview
10:00 – 10:30	Director General, Data Centre Consolidation	Data Centre Consolidation Program Overview Business Drivers & Key Requirements
10:45 – 11:45	Director General, Data Centre Consolidation and Architecture and Technical Experts	Architecture Standards & Roadmap Platforms, Networks, Storage and Security
11:45 – 12:00	Senior Director, Procurement and Vendor Relationships	The Collaborative Procurement Solutions Approach
12:00 – 12:30	Director, Cyber Security Strategy Director, Communications Security Establishment Canada	Supply Chain Integrity Supply Chain Threats to the Government of Canada
12:30 – 12:45	Questions and Answers	
12:45 – 1:00	Recap / Closing Remarks	

Note: The material being presented on Industry Engagement Day is subject to change from the time of the posting of this notice.

ANNEX A: List of Shared Services Canada Departments and Agencies

Aboriginal Affairs and Northern Development Canada
Agriculture and Agri-Food Canada
Atlantic Canada Opportunities Agency
Canada Border Services Agency
Canada Economic Development for Quebec Regions
Canada Revenue Agency
Canada School of Public Service
Canadian Food Inspection Agency
Canadian Heritage
Canadian Northern Economic Development Agency
Canadian Nuclear Safety Commission
Canadian Space Agency
Citizenship and Immigration Canada
Correctional Service of Canada
Department of Finance
Department of Justice
Environment Canada
Federal Economic Development Agency for Southern Ontario
Financial Transactions and Reports Analysis Centre of Canada
Fisheries and Oceans Canada
Foreign Affairs and International Trade Canada & Canadian International Development Agency
Health Canada
Human Resources and Skills Development Canada
Immigration and Refugee Board of Canada
Industry Canada
Infrastructure Canada
Library and Archives Canada
National Defence and the Canadian Forces
National Research Council Canada
Natural Resources Canada
Parks Canada
Privy Council Office
Public Health Agency of Canada
Public Safety Canada
Public Service Commission of Canada
Public Works and Government Services Canada
Royal Canadian Mounted Police
Shared Services Canada

Statistics Canada
Transport Canada
Treasury Board of Canada Secretariat
Veterans Affairs Canada
Western Economic Diversification Canada

ANNEX B: Industry Engagement Day Registration Form

(The Industry Engagement Day Registration Form is attached as a separate document.)

ANNEX C: Industry Engagement Day Registration Form for Public Servants

(The Industry Engagement Day Registration Form for Public Servants is attached as a separate document.)

ANNEX D: Industry Engagement One-on-One Meeting Registration Form

(The Industry Engagement One-on-One Meeting Registration Form is attached as a separate document.)

ANNEX E: Locations and Industry Engagement Day Start Times for Rooms with Video-conference Systems

City	Address*	Time Room Opens (for signing in)	Start Time for 1st Presentation
National Capital Region	Deschênes Room, Palais des Congrès 50 Maisonneuve Blvd., 3rd floor, Gatineau, QC	9:00 a.m. EDT	9:45 a.m. EDT
Calgary	EI Lab Room 1816 Crowchild Trail North-West Calgary, AB	7:00 a.m. MDT	7:40 a.m. MDT
Toronto	ISP Room 4900 Yonge Street Toronto, ON	9:00 a.m. EDT	9:45 a.m. EDT
Dartmouth	Room 235 126 Cromarty Drive Dartmouth, NS	10:00 a.m. ADT	10:45 a.m. ADT

* These addresses are subject to change, based on the number of requests for video-conferencing for each location and any unforeseen room availability issues.