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**GCNet WAN Industry Engagement Day Summary Report
Telecommunications Transformation Program
Solicitation no. 10030278/A**



**Shared Services
Canada**

**Services partagés
Canada**

Canada

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Industry Engagement Day Summary

Shared Services Canada (SSC) held the GCNet Wide Area Network (WAN) Services Industry Engagement Day session on July 9, 2013 in Gatineau. The agenda of the session is provided in Annex A. Please refer to Annex B for the list of the suppliers who attended the session and the list of the suppliers who participated in the one-on-one meetings (July 10 to 12, 2013).

The session was moderated by Jean-Francois Lymburner, SSC's Director General of Service Strategies and Transformation who opened by explaining that the objectives of the session were to share plans with industry suppliers and engage in a dialogue regarding GCNet Wide Area Network services and its service delivery options. He then introduced the first presenter, Mr. Benoit Long who is SSC's Senior Assistant Deputy Minister of Transformation, Service Strategy and Design.

Mr. Long gave an overview of SSC's transformation initiatives, explained its strategic vision, principles and objectives. He described the current state and the phased approach SSC is adopting to achieve the end state. Mr. Long impressed upon the importance of industry engagement in exploring options to implement SSC's strategies and achieve the desired outcomes. He spoke about the many industry forums already in place such as the IT Infrastructure Roundtable and Advisory Committees. Through these forums, SSC maintains open and ongoing dialogue with the IT sector concerning the Government of Canada's (GC) IT transformation agenda. This dialogue allows SSC to validate approaches on complex issues in order to identify best industry solutions. He encouraged those who were not familiar or who did not participate in these committees to consult SSC's Internet site to read about these invaluable consultations.

Next, Michel Fortin, SSC's Director General of Telecommunications Transformation (TTP) spoke about the objective of the TTP, to build and design an integrated telecommunications network and how the GCNet will be the future integrated network. He described the current and desired end state, the business and functional requirements. He was looking forward to continuing the dialogue with industry through the upcoming one-on-one sessions on topics such as service delivery methods, high availability models, contract period and pricing models.

Patrick Mountford, Director Cyber Security Strategy then spoke about the two-step procurement process and what detailed information the GC would be requesting from respondents in order to meet the security requirements. Security requirements must be met by suppliers in order to successfully bid on SSC procurement initiatives. Suppliers must meet security requirements in order to successfully bid on SSC procurement initiatives. He also touched on the ongoing supply chain integrity auditing throughout the contracting period.

This was followed by Carey Frey of the Communications Security Establishment Canada (CSEC) who presented an overview of the organization and its role in providing advice, guidance and

services in helping to protect the electronic information and information infrastructure of importance to the GC. He explained that SSC and CSEC are working in partnership to eliminate or significantly reduce risks to the GC from cyber threats and global supply chain vulnerabilities.

Stephane Richard, SSC's Senior Director of Procurement and Vendor Relationships ended the presentations with an overview of the department's collaborative procurement approach. He explained the two-step process leading to the bid solicitation phase and then finally, the contract award and implementation.

The session then ended with an open forum and discussion, the results of which are attached in Annex C.

Annex A – Agenda

TIME	PRESENTER	DESCRIPTION
1:00 - 1:05 pm	Jean-François Lymburner <i>DG Service Strategies and Transformation</i>	Opening Remarks & Industry day Objectives
1:05 – 1:45 pm	Benoît Long <i>SADM, Transformation, Service Strategy & Design, SSC</i>	SSC Transformation Overview
1:45 - 2:45 pm	Michel Fortin <i>DG, Telecommunications Transformation Program, SSC</i>	GCNet - Wide Area Network Overview
2:45 - 3:00 pm	Break	
3:00 - 4:00 pm	Patrick Mountford <i>Director, Cyber Security Strategy, Cyber and IT Security Transformation Program, SSC</i> Carey Frey <i>Director, IT Security Strategic Relationships Office, Communications Security Establishment Canada</i>	Supply Chain Integrity
4:00 - 4:30 pm	Stéphane Richard <i>Senior Director, Information Technology Procurement, SSC</i>	Collaborative Procurement Solutions Approach
4:30 – 4:45 pm	Jean-François Lymburner <i>DG Service Strategies and Transformation, SSC</i>	Questions and Answers
4:45 – 5:00 pm	Jean-François Lymburner <i>DG Service Strategies and Transformation, SSC</i>	Recap / Closing Remarks

Event Moderator:

- **Jean-François Lymburner**
DG Service Strategies and Transformation

Event Speakers

- **Benoît Long**
SADM, Transformation, Service Strategy & Design, SSC
- **Michel Fortin**
DG, Telecommunications Transformation Program, SSC
- **Patrick Mountford**
Director, Cyber Security Strategy, Cyber and IT Security Transformation Program, SSC
- **Carey Frey**
Director, IT Security Strategic Relationships Office, Communications Security Establishment Canada
- **Stéphane Richard**
Senior Director, Information Technology Procurement, SSC

Annex B – GCNet WAN Industry Engagement, Industry Attendees

	Industry Day, July 9, 2013 Company Name	One-on-One Session, July 10-12, 2013 Company Name
1.	Alcatel-Lucent Canada Inc.	
2.	Allstream Inc.	Allstream Inc.
3.	Avaya	
4.	BBA Inc.	BBA Inc.
5.	Bell Canada	Bell Canada
6.	CA Technologies	
7.	Chamberlain Consulting Group	
8.	Ciena Canada Inc.	Ciena Canada Inc.
9.	Cisco Systems Canada	Cisco Systems Canada
10.	Dell Canada Inc.	
11.	DLS Technology Corporation	
12.	Hewlett Packard (Canada) Co.	
13.	IBISKA Telecom Inc.	
14.	IBM Canada Inc.	IBM Canada Inc.
15.	Juniper Networks Inc.	Juniper Networks Inc.
16.	Ontario Inc.	
17.	Procom Consultants Group	
18.	Rogers Communications Partnership	Rogers Communications Partnership
19.	Somos Consulting	
20.	TELUS Communications Company	TELUS Communications Company
21.	TeraMach Technologies Inc.	

Annex C -- Questions and Answers

Q1: Service Delivery Model - Network Backbone

Can you please expand on the National Backbone depicted in the service delivery models #2 and #3 shown on slide # 36?

Answer: Michel Fortin

The national backbone would be provided by the service providers. The backbone provides connectivity from buildings to buildings and buildings to data centres.

Q2: Future of MAN in National Capital Region

Can you comment on the continued investment in the shared MAN service within the NCR?

Answer: Michel Fortin

No decision has been made on the shared MAN in the NCR – we are looking for industry input on this service.

Q3: SSC Commitment Level for GCNet WAN Services

Will SSC be providing information on the commitment volumes and forecasted adoption rates for the WAN services?

Answer: Michel Fortin / Benoit Long

SSC will provide the SOW and worksheets by October, which will clearly identify the locations and bandwidth requirements where WAN services are required. At that point in time we will know the locations of data centers where services are required. We will be pursuing pricing for existing and future bandwidth requirements. We expect that any SSC commitment will factor into pricing. SSC is looking for feedback from industry on what information they need from SSC.

Q4: SSC Business Case – Savings / Contract Length

What is the duration of cost savings for the internal business case – 5 years, 10 years?

Answer: Michel Fortin / Benoit Long

The business case is based savings that will be achieved up to about 2020. There will be savings beyond that. SSC is trying to find the right balance for contract length to maximize competition and industry health. For example, a 15 year contract may negatively impact the health of industry, while 5 years will not support our transformation timeline. SSC is looking for feedback from industry to help determine this balance – it should be a collective view. The contract length must meet the industry's goal for profitability, while at the same time meet SSC's requirement for sustainability.

Q5: Service Management

Will there be a separate RFP for service management or will it remain in-house (box 6 on slide 27)?

Answer: Michel Fortin / Benoit Long

SSC has made no decision on outsourcing of internal service management functions – looking for industry input. SSC is not working on the premise that anything must be done inside versus outside. We are working through other forays to determine the right smart sourcing strategy. This is generational transformation – need industry models. SSC is on the edge of being an integrator for cloud services; there is a lot to work out regarding who will do what.

Q6: MPLS (TP)

Can you provide further explanation on support for MPLS(TP)?

Answer: Michel Fortin

MPLS(TP) will allow for support of legacy applications through fixed MPLS paths. We know that the technical capability exists, but want to know whether it is being offered as a service.

Q7: SSC Security Policy

- a) In the context of GCNet, who is responsible for the comprehensive security policy?
- b) Do you have a list of do's and don'ts for the Supply Chain Integrity?
- c) Do you publish a list of non-qualified equipment?
- d) What happens if equipment is declared acceptable, and after contact award it is then identified as unacceptable?

Answer: Carey Frey / Michel Fortin

- a) Raj Tupal's Cyber and IT Security Transformation Program is responsible for SSC security policy.
- b) Yes. We ask that you please contact your company's Chief Technical Officer and security specialist.
- c) No. It is not practical to publish a list because the landscape of equipment and services changes rapidly. Contract Ts & Cs include evaluation which is conducted on an ongoing basis. Note that CSEC does not characterize equipment as good or bad, as it is dependent on the context of the usage for the equipment.
- d) If equipment is initially accepted, and is later characterized as unacceptable, then Government of Canada would be responsible for any associated costs to replace the equipment.

Clarification: Canada provides the following clarification to the answer to Q7 d) provided at the July 9th Industry Engagement Day:

Canada will access each situation on a case-by-case basis. In situations where Canada deems that it would be appropriate to share the cost of the replacement equipment with the contractor, Canada's share of the cost would be based on the percentage of the replacement equipment that would be used for purposes of providing GCNet WAN services. The Contractor's actual cost of the replacement equipment, excluding profit, would be used to determine Canada's share of the cost.

Q8: Scope of Services

Regarding security requirements for IP routed services, have you looked at other types of services such as Ethernet private line services? Do you have similar or reduced security requirements for those services?

Answer: Raj Thuppal / Michel Fortin

We are looking at security in the context of how the service is going to be deployed and how it is going to be used. We will be evaluating security at all layers of the OSI stack.

Q9: Accountability for Service Delivery

- a) Who owns the liability for service provider compliance in a coalition?
- b) Would SSC give consideration for some kind of proactive qualification phase to go through so it would not be necessary to manage a much larger competitor through some sort of compliance process?

Answer: Stephane Richard

- a) In a coalition scenario the primary Contractor would be responsible for service delivery. SSC does not deal with the subcontractors.
- b) Noted