

**MAIL RESPONSES TO:
RETOURNER LES RÉPONSES À:**

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**AMENDMENT TO INVITATION TO
QUALIFY**

**MODIFICATION DE L'INVITATION À
QUALIFIER**

Title – Sujet DATA CENTRE CO-LOCATION SERVICES (DCCS)	
Solicitation No. – N° de l'invitation 10032992/A	Date 2014-02-19
Client Reference No. – N° référence du client RAS 13-1075	Amendment No. - N° modif. 005
File No. – N° de dossier CAE10032992	
Solicitation Closes – L'invitation prend fin on – le 2014-02-28	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Hamid Mohammad	Buyer Id – Id de l'acheteur CAE
Telephone No. – N° de téléphone : 613-716-9792	FAX No. – N° de FAX Not applicable
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Comments - Commentaires

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT**

**CE DOCUMENT CONTIENT DES EXIGENCES
RELATIVES À LA SÉCURITÉ**

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SSC | SPC
Procurement and Vendors Relationships |
Achats et relations avec les fournisseurs
180 Kent Street, 13th floor, #K073
Ottawa, Ontario K1P 0B6

Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
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



THIS SOLICITATION AMENDMENT IS ISSUED TO:
<p>1. Publish Canada's Responses to Respondents' questions. 2. Modify ITQ</p> <p>NOTE: Respondents' clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell out of sequence.</p>

Respondent's Question 3	<p>Section 2.4 Composition of Core Team states: "Each respondent submitting a Response to the ITQ must indicate the relevant company/organization names that comprise its Core Team??. The Core Team can be comprised of a maximum of 1 ITQ Response Lead and up to 2 additional core team members. Once a Respondent has identified itself as the ITQ Response Lead, it must remain the ITQ Response Lead and cannot switch roles with any member of its team for the duration of the procurement process." And 3.2 Section I: Qualification Response states B) ii a): Requires Respondents to name all Subcontractors (including Subcontractors affiliated or otherwise related to the Respondent).</p> <p>Can SSC clarify that any Subcontractor providing more than an expected 10% of the scope of the agreement must be named to the Core Team as either Core Team Member 2 or Core Team Member 3? In SSC's ETI procurement there were (reasonable) restrictions on changing the members of the Core Team during the life of the agreement that ensured SSC received the services which it procured; and prevented vendors from making changes to the fundamental solution after award. As we expect that SSC would require similar restrictions for DCCS we request changing Section 2.4 from: "...the duration of the procurement process" to: "...the duration of the procurement process, and up until full Data Centre Co-Location Solution implementation plus 1 year. Failure to maintain the Core Team throughout this period will result in the Respondent becoming ineligible for continued participation in the DCCS procurement process and implementation period. If, during the contract period, the Contractor determines that, for service delivery reasons, it requires a change to the role of its Core Team Members, it may submit a written request to the Contracting Authority detailing its reasons for the change. Changes in roles may only be made following receipt of written approval from the Contracting Authority." This will ensure that Canada receives the services it expects to through the procurement process.</p>
Canada's Response to Question 3	<p>For clarification of a sub-contractor role and duration of the core team, please refer to revisions below of section 2.4.</p> <p>Section 3.2 remains unchanged.</p>
Respondent's Question 5	<p>4.2.1 Mandatory Experience Requirement M02 states: "The Respondent must demonstrate ownership or current operations of the</p>



	<p>proposed DCCS facility".</p> <p>Most of the largest providers of CoLo space to clients often utilize subcontractors to provide the facilities and underlying ancillary services from certain data centres in order to maximize the coverage and capabilities that they can provide to their clients. They have deep and longstanding relationships with these subcontractors and it is seamless to the clients who receive the best from both firms. The requirement for the respondent to own and/or operate (which implies all aspects of the service) would limit Respondents from proposing those facilities, and does not reflect that the Respondent is still ultimately responsible for the deliverable and has "experience" in the business. Would Canada change the language in M02 to read:</p> <p>"The Respondent, or its Core Team Member, must demonstrate ownership or current operations of the proposed DCCS facility".</p> <p>We believe that the experience criteria can still be met by requiring that the Core Team Member and Respondent have a proven relationship of providing DCCS to multiple customers over at least the last 2 years. This could be accomplished by adding a new definition for Core Team Member (which is currently incomplete in Annex I) that states:</p> <p>"An entity that the Respondent is proposing, to perform 10% or more of the work who has a long standing (at least 2 years) documented formal relationship in a similar capacity across multiple customer contracts and whose experience and/or capabilities are being used to meet the RFRE requirements."</p>
<p>Canada's Response to Question 5</p>	<p>Mandatory requirement M2 remains unchanged.</p> <p>Clarification of the definition for "Respondent" see amendment to Annex I - Definition of Terms</p>
<p>Respondent's Question 11</p>	<p><u>ITQ Annexes C and E</u></p> <p>Confidentiality of information provided in responding to Annexes C and E</p> <p>The information requested in Annex E and in Annex C (manufacturers, model numbers, firmware versions etc. for key components of the data centre) is information that we do not disclose externally. We do not disclose it externally because:</p> <ul style="list-style-type: none"> a.) disclosure of some of this information (e.g. software and software versions used in our security systems) would be considered an unnecessary security risk; and, b.) it constitutes our valuable intellectual property. <p>Can the Crown confirm that:</p> <ul style="list-style-type: none"> a.) this information will not be disclosed beyond the SSC resources tasked with evaluating ITQ responses; b.) that a reliable mechanism exists for preventing disclosure of this sensitive information if requested under an access to information request (ATIPS).
<p>Canada's Response to Question 11</p>	<p>This is confirmation that:</p> <ul style="list-style-type: none"> a.) This information will not be disclosed beyond the SSC resources tasked with evaluating the ITQ including the extended evaluation team at the Communications Security Establishment Canada (CSEC).



	<p>b.) This is to confirm that information will be kept confidential to the Government pursuant to 2003 (05) 6 Standard Instructions - Goods or Services - Competitive Requirements, Submission of Bids.</p>
<p>Respondent's Question 13</p>	<p>Tier III Equivalency Information. Reference: Mandatory Tier III Equivalency of the Proposed Facility M03. Page 12 of 37</p> <p>We appreciate and support Canada's request for information to confirm UI Tier III equivalency. Our concern is that the information requested is confidential and that providing it in the format requested in fact creates a security vulnerability (i.e. putting the information in an unprotected document and then sending it via public mail system or courier company). The data center we are proposing is an Uptime Institute Tier III certified designed and a certified built facility. We would be glad to include the Uptime Institute's certification document as part of the ITQ response and make the additional information available in person either in our offices or during the face to face RRR procedures.</p> <p><i>Is the accreditation from the Uptime Institute sufficient to satisfy the equivalency requirement?</i></p>
<p>Canada's Response to Question 13</p>	<p>M03 will remain unchanged.</p> <p>Respondents concerned about sending responses via courier can deliver by hand. Please see modification to section 2.2 herein.</p>
<p>Respondent's Question 18</p>	<p>Section 3.2.1 b) ii) Network Diagrams</p> <p>Section 3.2.1 b) ii) of the ITQ requires "a complete network diagram to deliver the services, with physical and logical topology". The end of the paragraph concludes by stating the diagrams are only required if the Respondent's network will be used to transmit any of Canada's data however in the ITQ and draft RFP there does not seem to be a clear requirement for Respondents to provide any networks that could be attached to Canada's or that could transmit Canada's data. In addition Annex A SOR Section 2.2.2 states the network requirements are limited to providing facilities for Telco's to bring the network into the co-lo building, and cable paths to the Client Data Hall. This would indicate to us that Canada intends to keep its network completely separate from that of the Respondent and therefore a network diagram may not be required.</p> <p>We do believe that it is reasonable and prudent for SSC to require the Respondent to provide network diagrams (and product lists) for those critical components of the Data Centre that are used for monitoring and management that could be potentially accessed remotely such as UPS's, PDU's, routers, gateways, firewalls, Logical and Physical Security Infrastructure, workstations and computers used in the provision of the services, etc to illustrate how the Respondent protects the equipment and the Services from vulnerabilities as an outage that is caused by an attack on the physical infrastructure could be as damaging as one through Canada's data. We therefore recommend that SSC require "a complete network diagram to deliver the services, with physical and logical demonstrating how the Respondent monitors and manages the physical equipment in the facilities (ie, Computers, UPSs, PDU's, etc), and protects the equipment from vulnerabilities". We further recommend that SSC ask</p>



	Respondents to show how they provide distinct demarkation and air gap separation between the Respondents network and Canada's Data network. We believe that this was the original intention of the question and have endeavoured to answer it this way so do not require more time to provide this as it is core to our business and readily available.
Canada's Response to Question 18	Section 3.2.1 b) ii) Network Diagrams remains unchanged.
Respondent's Question 19	Mandatory Location Requirement M01 M01 requires that the Respondent provide a certification letter from certain Telco's that the distance between 44.313872, -79.8842912 and the Respondent Data Centre is less than 100kms Fibre Path. The Telcos are advising that they require a Civic address as opposed to longitude and latitude in order to respond. It appears that the Lat/Long provided are of the Angus Recreation Centre and therefore we have provided them with the following address : Essa Township Recreation Centre, 8527 County Road 10 Angus Ontario L0M 1B2. In order to meet the ITQ close date we request confirmation within 24 hours that this address is correct/acceptable.
Canada's Response to Question 19	The civic address at 8527 County Road 10 is acceptable in determining the fibre network distance from the Respondent's data centre to Angus Ontario.
Respondent's Question 20	I believe our company is well positioned to meet the requirements for this initiative. Unfortunately, we only became aware of the ITQ yesterday. I'd like to respectfully request an extension to provide our submission. Please advise if this is possible and what the approved submission date would be.
Canada's Response to Question 20	See answer to question 12.
Respondent's Question 22	Location Reference: Mandatory Location Requirement M01 Page 11 of 37 M01-A: <i>Proof – what substantiates or qualifies as proof? Does it need to be a surveyor's stamped document or is a public GIS system sufficient (i.e. Google Maps; MapQuest)?</i>
Canada's Response to Question 22	The evidence can be generated by a publicly accessible mapping tool such as Google Maps or MapQuest.

Modification

At ITQ Part 2, article 2.2 Submission of Responses, sub-article b) is DELETED and REPLACED with the following:

- b) Due to the nature of the ITQ, responses transmitted by facsimile to Shared Services Canada will not be accepted. Therefore, submissions must be mailed or couriered. Respondents concerned about sending sensitive information in their response may deliver by hand; however, arrangements must be made with the Contracting Authority 2 days in advance of the ITQ closing date stated on the front page. A 2 hour time slot will be provided by the



Contracting Authority to accept the hand delivered response to the ITQ. The last time slot will be no later than 2:00 and 4:00 PM of the Solicitation closing date. Respondents will be responsible to deliver their response in the time slot provided by the Contracting Authority.

At ITQ Part 2, article 2.4 Composition of Core Team, ADD:

Respondents may use the services of additional subcontractors as necessary during any resulting contract(s), but the qualifications of those subcontractors will not be evaluated as part of the ITQ qualification process and are not considered part of the Core Team.

A Respondent's Core Team must continue to consist of the same Core Team Members identified in the Response to this ITQ for subsequent phases of the DCCS procurement process, and up until full DCCS implementation. If, during the contract period, the Contractor determines that, for service delivery reasons, it requires a change to the role of its Core Team Members, it may submit a written request to the Contracting Authority detailing its reasons for the change. Changes in roles may only be made following receipt of written approval from the Contracting Authority.

At ITQ Annex I, REMOVE DUPLICATES:

Respondent:

A person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Respondent, or its subcontractors.

Respondent:

A supplier of data centre co-location services, who submits a Response to this ITQ, and who is accountable for ensuring that all of its deliverables, as required by the DCCS procurement process, are achieved. The Respondent can be a single firm, or a Joint Venture.

INSERT:

Respondent:

A supplier of data centre co-location services, who submits a Response to this ITQ, and who is accountable for ensuring that all of its deliverables, as required by the DCCS procurement process, are achieved. The Respondent can be a single firm, or a Joint Venture. It does not include the parent, subsidiaries or other affiliates of the Respondent, or its subcontractors.

ALL OTHER TERMS AND CONDITIONS OF THIS SOLICITATION
REMAIN UNCHANGED.

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Following is a summary of Attachments/Amendments issued to date to this solicitation:

Document Tracking	Distribution	Date	Description
Electronic Attachment	Buy and Sell	7-02-2014	Non PDF Version ITQ Annex C - IT SUPPLY CHAIN SECURITY INFORMATION FORM_ EN.xlsx



Document Tracking	Distribution	Date	Description
			PDF Version ITQ Annex F Draft RFP Annex A
Amendment No. 001	Buy and Sell	13-02-2014	Canada's Response to Question 1
Amendment No. 002	Buy and Sell	14-02-2014	Canada's Response to Questions 2,4, 6, 7,9 and 10 Revision to ITQ Annex I
Amendment No. 003	Buy and Sell	17-02-2014	Canada's Response to Questions 8, 12, 14, 15A, 15B, and 16
Amendment No. 004	Buy and Sell	18-02-2014	Canada's Response to Question 21 Electronic Attachment: ITQ Form 1 and 2, and Annex E