

**BID SOLICITATION
DNS/DHCP/IPAM (DDI) SOLUTION
FOR
SHARED SERVICES CANADA**

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List of Annexes to the Resulting Contract:

Annex A - Statement of Work
Annex B - List of Deliverables and Pricing
Annex C - Security Requirements Check List
Annex D - Task Authorization Form

List of Attachments to Part 4 (Evaluation Procedures and Basis of Selection):

- Attachment 4.1: DDI Pricing
- Attachment 4.2: Mandatory Technical Criteria
- Attachment 4.3: IT Products List

Forms:

- Form 1 - Bid Submission Form
- Form 2 - OEM Certification Form

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PART 1 GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work and any other annexes.

1.2 Summary

This bid solicitation is being issued by SSC. The resulting contract will be used by SSC to provide shared services to its clients, that include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the Contract Period, and those other organizations for whom SSC's services are optional at any point during the Contract Period and that choose to use those services from time to time. It is intended to result in the award of a contract for 1 year, plus 4 one-year irrevocable options allowing Canada to extend the term of the contract. This bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.

There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.pwgsc.gc.ca/acquisitions/text/plain/plain-e.html#top>) Website.

On May 28, 2012, the Government of Canada announced on the Government Electronic Tendering Service that it had invoked the National Security Exception under the trade agreements in respect of procurements related to email, networks and data centres for Shared Services Canada. As a result, this requirement is subject to the National Security Exception.

1.3 Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

PART 2 BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- 2.1.1** All instructions, clauses and conditions identified in the bid solicitation 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.
- 2.1.2** Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- 2.1.3** The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. 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, except for section 5(2) (d).

The text under Subsection 4 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Form (Consent to a Criminal Record Verification form – PWGSC-TPSGC 229) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

The text under Subsection 5 of Section 01 – code of Conduct and Certifications of 2003 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

- 2.1.4** Section 3 of the Standard Instructions – Goods and Services – Competitive Requirements 2003 is amended as follows: delete “Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16”
- 2.1.5** Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
- Delete: sixty (60) days
- Insert: one-hundred and twenty (120) days
- 2.1.6** For purposes of this procurement the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.

2.2 Submission of Bids

- 2.2.1** Bids must be addressed to the Contracting Authority and the location indicated on page 1 of the RFP. A cancellation date stamp, a courier bill of lading or a date stamped label from a Delivery Company must indicate that the Bid was received on or before the closing date and time. Delivery Company means an incorporated courier company, Canada Post Corporation, or a national equivalent of a foreign country. The Contracting Authority will have the right to ask for information

to verify that the Bid was received by the Delivery Company on or before the closing date and time. Failure to comply with this request will render the Bid non-responsive.

- 2.2.2** Postage meter imprints, whether imprinted by the Bidder or the Delivery Company are not acceptable as proof of timely mailing.
- 2.2.3** Due to the nature of the RFP, Bids delivered by hand by the Bidder or transmitted by facsimile or e-mail to Shared Services Canada will not be accepted.
- 2.2.4** Suppliers are requested to send an e-mail notification to mark.hall@ssc-spc.gc.ca prior to the closing date indicating their intention to submit a Bid.

2.3 Enquiries - Bid Solicitation

- 2.3.1** All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- 2.3.2** Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. 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 edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.4 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Note to Bidders: *A bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.*

2.5 Improvement of Requirement During Solicitation Period

If bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders 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 bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

2.6 Supply Chain Security Information Assessment Process – Mandatory On-Going Qualification Submission Requirements

Supply chain integrity is an important corporate requirement. Challenged by an increasingly complex cyber threat environment, Canada is committed to applying enhanced security process and contract clauses to the acquisition of both products and services. The purpose of the Supply Chain Security Information assessment process is to ensure that all equipment, software and services that are procured by SSC meet certain security and supply chain standards.

2.7 Non-Disclosure Agreement

- 2.7.1** By submitting a bid, the Bidder agrees to the terms of the following non-disclosure agreement (the "**Non-Disclosure Agreement**"):

-
- (a) The Bidder acknowledges that Canada's network architecture, security measures and many other aspects of DDI project are treated as confidential by the Government of Canada.
- (b) The Bidder agrees not to disclose any such information to third parties, except to the extent required in order to design or propose a solution as part of the procurement process or to perform the work, if the Bidder is ultimately awarded a contract. The Bidder also agrees not to disclose any information it receives from Canada regarding Canada's assessment of the Bidder's Supply Chain Security Information including, but not limited to, which aspect of the Supply Chain Security Information is subject to concern, and the reasons for Canada's concerns, as well as any information it receives from Canada regarding Canada's network requirements, including topology and architecture. Canada's network architecture, network requirements, security measures and security concerns are collectively referred to here as the "**Sensitive Information**".
- (c) Sensitive Information includes, but is not limited to, any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form or otherwise and whether or not that information is labeled as classified, proprietary or sensitive.
- (d) The Bidder agrees that it will not reproduce, copy, divulge, release or disclose, in whole or in part, in whatever way or form any Sensitive Information to any person other than a person employed by the Bidder who has a security clearance commensurate with the level of Sensitive Information being accessed, without the prior written consent of the Contracting Authority. The Bidder agrees to immediately notify the Contracting Authority if any person, other than those permitted by this Article, accesses the Sensitive Information at any time.
- (e) All Sensitive Information will remain the property of Canada and must be returned to the Contracting Authority or destroyed, at the option of the Contracting Authority, if requested by the Contracting Authority, within 30 days following that request.
- (f) Also, regardless of whether it is Sensitive Information or not, the Bidder must at all times treat information designated as classified information appropriately and ensure it cannot be accessed by anyone except a person with a "need to know" for the purpose of designing or proposing a solution or performing a resulting contract, provided that person also has the appropriate security clearance.
- (g) The Bidder agrees that a breach of this Non-Disclosure Agreement may result in disqualification of the Bidder at any time, or immediate termination of the resulting Contract. The Bidder also acknowledges that a breach of this Non-Disclosure Agreement may result in a review of the Bidder's security clearance and review of the Bidder's status as an eligible bidder for other requirements.

2.7.2 This Non-Disclosure Agreement remains in force indefinitely

PART 3 BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

3.1.1 Copies of Bid: Canada requests that bidders provide their bid in separately bound sections as follows:

3.1.1.1 Section I: Technical Bid (1 hard copy) and 1 soft copy on CD

3.1.1.2 Section II: Financial Bid (1 hard copy) and 1 soft copy on CD

3.1.1.3 Section III: Certifications (1 hard copy)

3.1.1.4 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.

3.1.1.5 Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

3.1.2 Format for Bid: Canada requests that bidders follow the format instructions described below in the preparation of their bid:

3.1.2.1 use 8.5 x 11 inch (216 mm x 279 mm) paper;

3.1.2.2 use a numbering system that corresponds to the bid solicitation;

3.1.2.3 include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and

3.1.2.4 include a table of contents.

3.1.3 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, bidders are encouraged to:

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

3.1.3.2 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.

3.1.4 Submission of Only One Bid from a Bidding Group:

3.1.4.1 The submission of more than one bid from members of the same bidding group is not permitted in Bid to this bid solicitation. If the members of a bidding group participate in more than one bid, Canada will set aside all the bids.

3.1.4.2 For the purposes of this article, "**bidding 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:

3.1.4.2.1 they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);

3.1.4.2.2 they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;

3.1.4.2.3 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

3.1.4.2.4 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.

3.2 Section I: Technical Bid

3.2.1 The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

3.2.2 The technical bid consists of the following:

3.2.2.1 Bid Submission Form: Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

3.2.2.2 Attachment 4.2 Mandatory Technical Criteria: Where Bidders are requested to refer to substantiating material in their Bid, the substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder has met the requirement. Simply stating that the Bidder is compliant is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation should refer to additional documentation submitted with the Bid - this information can be referenced in the "Reference to Substantiating Material in Bid" column, where Bidders are requested to indicate where in their Bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

3.2.2.3 Completed Attachment 4.3 IT Products List: The Bidders must include a complete list of IT Products.

3.2.2.4 List of Subcontractors: The Bidder must provide a list of any subcontractors that could be used to perform any part of the Work (including subcontractors affiliated or otherwise related to the Bidder). The list must include at a minimum:

- i) The name of the subcontractor;
- ii) The address of the subcontractor's headquarters;
- iii) The portion of the Work that would be performed by the subcontractor; and
- iv) The location(s) where the subcontractor would perform the Work.

This list must identify all third parties who may perform any part of the Work, whether they would be subcontractors to the Bidder, or subcontractors to subcontractors of the Bidder down the chain. For the purposes of this requirement, a third party who is merely a supplier of goods to the Bidder, but who does not perform any portion of the Work, is not considered to be a subcontractor. If the Bidder does not plan to use any subcontractors to perform any part of the Work, the Bidder is requested to indicate this in the Supply Chain Security Information.

Note to Bidders: Bidders must use RFP Attachment 4.3 to provide the information required by 3.2.2.3 in their Bid.

3.3 Section II: Financial Bid

3.3.1 Pricing: Bidders must submit their financial bid in accordance with Attachment 4.1 DDI Pricing. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

3.3.2 Variation in Professional Services Resource Rates: For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:

3.3.2.1 the rate bid must not increase by more than 5% from one time period to the next, and

3.3.2.2 the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

3.3.3 All Costs to be Included: The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.

3.3.4 Blank Prices: Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection 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 Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.

4.1.2 An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.3 In addition to any other time periods established in the bid solicitation:

4.1.3.1 Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (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 bid being declared non-responsive.

4.1.3.2 Requests for Further Information: If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:

4.1.3.2.1 verify any or all information provided by the Bidder in its bid,

the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.

4.1.3.3 Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation - Mandatory Technical Criteria

4.2.1 Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. Any element of the bid solicitation identified with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

4.2.2 Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered.

4.2.3 The mandatory requirements are described in Attachment 4.2.

4.3 Financial Evaluation

The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders.

4.3.1 Formulae in Pricing Tables

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

4.3.2 Substantiation of Professional Services Rates

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the

relevant resource category or categories. If Canada requests price support, the following information is required:

- 4.3.2.1 an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- 4.3.2.2 in relation to the invoice in (i), evidence from the bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation);
- 4.3.2.3 in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and
- 4.3.2.4 the name, telephone number and, if available, email address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.
- 4.3.2.5 Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

4.4 Basis of Selection

- 4.4.1 Canada will have the right to ask for additional information on any components listed in the Bidder's IT Product List, Attachment 4.3, before completing its evaluation. The Bidder 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.
- 4.4.2 If the Bidder's IT Product List was not approved, the Bidder will have 10 calendar days following the receipt of Canada's notification to resubmit their IT Products List. If the Bidder's IT Products List is rejected a second time, there will be no further opportunities to resubmit a new IT Products List and the bid will be declared non-responsive.
- 4.4.3 If there is a change to the Product List originally submitted to Canada for approval, the cost for the alternate products, if applicable, cannot be less than what was originally proposed. For example, the Bidder cannot decrease the price of its original bid.
- 4.4.4 A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated Total Bid Price will be recommended for award of a contract.
- 4.4.5 Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be

awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

PART 5 CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

5.1 Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

5.2 Federal Contractors Program - Certification

5.2.1 The Federal Contractors Program for Employment Equity (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

5.2.2 Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.

5.2.3 If the Bidder does not fall within the exceptions enumerated in (5.2.4.1) or (5.2.4.2) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.

5.2.4 Each bidder is requested to indicate in its bid whether it is:

5.2.4.1 not subject to FCP, having a workforce of fewer than 100 permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;

5.2.4.2 not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;

5.2.4.3 subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but it has not previously obtained a certificate number from HRSDC (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or

5.2.4.4 subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).

5.2.5 Further information on the FCP is available on the following HRSDC Website:
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

Note to Bidders: Bidders are requested to use the Bid Submission Form to provide information about their status under this program. For a joint venture bidder, this information must be provided for each member of the joint venture.

5.3 Former Public Servant Certification

5.3.1 Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

5.3.2 For the purposes of this clause,

5.3.2.1 "**former public servant**" means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

5.3.2.1.1 an individual;

5.3.2.1.2 an individual who has incorporated;

5.3.2.1.3 a partnership made of former public servants; or

5.3.2.1.4 a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

5.3.2.2 "**lump sum payment period**" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

5.3.2.3 "**pension**" means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.

5.3.3 If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:

5.3.3.1 name of former public servant;

5.3.3.2 date of termination of employment or retirement from the Public Service.

5.3.4 If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:

5.3.4.1 name of former public servant;

5.3.4.2 conditions of the lump sum payment incentive;

5.3.4.3 date of termination of employment;

5.3.4.4 amount of lump sum payment;

5.3.4.5 rate of pay on which lump sum payment is based;

5.3.4.6 period of lump sum payment including start date, end date and number of weeks; and

5.3.4.7 number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

5.3.5 For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

5.3.6 By submitting a bid, the Bidder certifies that the information submitted by the Bidder in Bid to the above requirements is accurate and complete.

Note to Bidders: Bidders are requested to provide the information required by this clause in their Bid Submission Form.

5.4 Bidder Certifies that the Solution is “Off-the-Shelf”

Any solution bid to meet this requirement must be “off-the-shelf” (unless otherwise stated in this bid solicitation), meaning that the equipment and software comprising any system bid must consist of standard equipment and software that are commercially available and require no further research or development. Together, this equipment and software must form part of an existing system with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software comprising the system bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that any system bid is off-the-shelf.

5.5 OEM Certification

5.5.1 Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

5.5.2 If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.

5.5.3 For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware and on all accompanying documentation.

5.6 Code of Conduct Certifications

Bidders should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.

The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form – PWGSC-TPSGC 229](#)) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

6.1.1 Before award of a contract, the following conditions must be met:

- 6.1.1.1 the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- 6.1.1.2 the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses.

PART 7 RESULTING CONTRACT CLAUSES

The following clauses apply to and form part of any contract resulting from the bid solicitation.

7.1 Requirement

7.1.1 _____ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes:

7.1.1.1 supplying the purchased Hardware;

7.1.1.2 providing the Hardware Documentation;

7.1.1.3 providing maintenance and support services for the Hardware during the Hardware Maintenance Period;

7.1.1.4 providing professional services, as and when requested by Canada; and

7.1.1.5 providing Training sessions, as and when requested by Canada,

to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

7.1.2 Client: Under the Contract, the "Client" is Shared Services Canada ("SSC"), an organization with a mandate to provide shared services. This Contract will be used by SSC to provide shared services to its clients, which include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the Contract Period, and those other organizations for whom SSC's services are optional at any point during the Contract Period and that choose to use those services from time to time. SSC may choose to use this Contract for some or all of its clients and may use alternative means to provide the same or similar services.

7.1.3 Reorganization of Client: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

7.1.4 Defined Terms: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:

7.1.4.1 any reference to a "**deliverable**" or "**deliverables**" includes the Hardware, and any deliverables required from the Professional Service Resource.

7.2 Optional Services

7.2.1 The Contractor grants to Canada the irrevocable option to acquire the services described in Annex A of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.

7.2.2 The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.3 Task Authorization

7.3.1 As-and-when-requested Task Authorizations: A portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not

commence work until an authorized TA has been received by the Contractor. The Contractor acknowledges that any work performed before an authorized TA has been received will be done at the Contractor's own risk.

7.3.2 Form and Content of Task Authorization:

7.3.2.1 The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in Annex D.

7.3.2.2 The Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.

7.3.2.3 A Task Authorization must also contain the following information, if applicable:

7.3.2.3.1 the task number;

7.3.2.3.2 The date by which the Contractor's Bid must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);

7.3.2.3.3 the details of any financial coding to be used;

7.3.2.3.4 the categories of resources and the number required;

7.3.2.3.5 a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);

7.3.2.3.6 the start and completion dates;

7.3.2.3.7 milestone dates for deliverables and payments (if applicable);

7.3.2.3.8 the number of person-days of effort required;

7.3.2.3.9 whether the work requires on-site activities and the location;

7.3.2.3.10 the language profile of the resources required;

7.3.2.3.11 the level of security clearance required of resources;

7.3.2.3.12 the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and

7.3.2.3.13 any other constraints that might affect the completion of the task.

7.3.3 Contractor's Bid to Draft Task Authorization: If applicable, the Contractor must provide the Technical Authority, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its Bid or for providing other information required to prepare and issue the TA.

7.3.4 Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:

7.3.4.1 The Technical Authority may authorize individual task authorizations up to a limit of \$100,000.00, Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

7.3.4.2 Any task authorization to be issued in excess of that limit must be authorized by the Technical Authority and Contracting Authority before issuance.

7.3.4.3 The Contracting Authority may suspend the ability of the Technical Authority to authorize TAs by sending a notice to the Contractor which is effective upon receipt, in which case all TAs must be authorized by both the Technical Authority and Contracting Authority, regardless of value.

7.3.4.4 The Contractor must not commence work until a TA authorized in accordance with all the provisions of this Article has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been validly issued will be done at the Contractor's own risk.

7.3.5 Consolidation of TAs for Administrative Purposes: The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.

7.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://ccua-sacc.pwgsc.gc.ca/pub/acho-eng.jsp>) issued by Public Works and Government Services Canada. All references contained within the General Conditions or Supplementary General Conditions to the Minister of Public Works and Government Services will be interpreted as a reference to the minister presiding over Shared Services Canada and all references to the Department of Public Works and Government Services will be interpreted as Shared Services Canada.

For purposes of this contract the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.

7.4.1 General Conditions:

7.4.1.1 2030 (2013-06-27), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract. These General Conditions are amended as follows:

Section 2 of the General Conditions is amended as follows: delete "Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16"

7.4.2 Supplemental General Conditions:

The following Supplemental General Conditions:

7.4.2.1 4001 (2013-01-28), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

7.5 Security Requirement

7.5.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance** at the level of **SECRET**, with approved **Document Safeguarding** at the level of **Protected B**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

7.5.2 The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by the CISD, PWGSC.

7.5.3 The Contractor **MUST NOT** utilize its **Information Technology** systems to electronically process, produce or store any sensitive **PROTECTED** information unless CISD/PWGSC has issued written approval.

7.5.4 Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

7.5.5 The Contractor/Offeror must comply with the provisions of the:

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- (b) *Industrial Security Manual* (Latest Edition).

7.6 Contract Period

7.6.1 Contract Period: The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

7.6.1.1 The “**Initial Contract Period**”, which begins on the date the Contract is awarded and ends 1 year later; and

7.6.1.2 The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

7.6.1.3 Option to Extend the Contract:

7.6.1.4 The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional 1-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.

7.6.1.5 Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

7.7.1 Contracting Authority

The Contracting Authority for the Contract is:

Mark Hall
Supply Specialist
Transformation
Procurement and Vendor
Shared Services Canada
180 rue Kent St, 13-K079 P.O. Box 9808 STN T, Ottawa, ON K1G 4A8
Email: mark.hall@ssc-spc.gc.ca
Tel.: 613-218-9250 | Fax: (613) 948-0990

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.7.2 Technical Authority

The Technical Authority for the Contract is:

<To be inserted at Contract Award>

The Technical Authority is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.7.3 Contractor's Representative

<To be inserted at Contract Award>

7.8 Payment

7.8.1 Basis of Payment

7.8.1.1 **Purchased Hardware:** For providing the Hardware in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B, FOB destination, including all customs duties, GST/HST extra.

7.8.1.2 **Optional Hardware Maintenance and Support:** For maintenance and support of the Hardware after the Hardware Warranty Period, if Canada exercises its option to extend the Hardware Maintenance Period, Canada will pay the Contractor, in arrears, the firm monthly price(s) set out in Annex B, FOB destination, including all customs duties, GST/HST extra.

7.8.1.3 **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

7.8.1.4 **Training:** For training courses, as and when requested by Canada during the Contract Period, Canada will pay the Contractor the firm price per session as set out in Annex B, upon completion of the course, GST/HST extra.

7.8.1.5 **GST/HST**

7.8.1.6 **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

7.8.1.7 **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

7.8.1.8 **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

7.8.2 **Limitation of Expenditure**

7.8.2.1 Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any applicable GST or HST. With respect to the amount set out on page 1 of the Contract, Customs duties and Goods and Services Tax or Harmonized Sales Tax is included, if applicable. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

7.8.2.2 No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:

7.8.2.2.1 it is 75 percent committed, or

7.8.2.2.2 4 months before the Contract expiry date, or

7.8.2.2.3 as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

7.8.2.3 If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

7.8.3 Method of Payment - Multiple Payments

7.8.3.1 H1001C (2008-05-12), Multiple Payments

7.8.4 Method of Payment - Monthly Payment

7.8.4.1 H1008C (2008-05-12), Monthly Payment

7.8.5 Method of Payment for Task Authorizations with a Maximum Price: For each Task Authorization issued under the Contract that contains a maximum price:

7.8.5.1 Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.

7.8.5.2 Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

7.8.6 No Responsibility to Pay for Work not performed due to Closure of Government Offices

7.8.6.1 Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

7.8.6.2 If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.9 Invoicing Instructions

7.9.1 The Contractor must submit invoices in accordance with the information required in the General Conditions.

7.9.2 The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.

7.9.3 By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

7.9.4 The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

7.10 Certifications

7.10.1 Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.12 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

- 7.12.1 these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- 7.12.2 supplemental general condition, 4001 (2013-01-28), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance
- 7.12.3 general conditions (2030 (2013-06-27), General Conditions - Higher Complexity - Goods;
- 7.12.4 Annex A, Statement of Work;
- 7.12.5 Annex B, List of Deliverables and Pricing;
- 7.12.6 Annex C, Security Requirements Check List;
- 7.12.7 the signed Task Authorizations;
- 7.12.8 the Contractor's bid dated XX , as amended XX . *<Date(s) to be inserted at Contract Award>*

7.13 Foreign Nationals (Canadian Contractor)

- 7.13.1 SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

Note to Bidders: *Either this clause or the one that follows, whichever applies (based on whether the successful bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

7.14 Limitation of Liability - Information Management/Information Technology

- 7.14.1 This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

7.14.2 First Party Liability:

- 7.14.2.1 The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - 7.14.2.1.1 any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - 7.14.2.1.2 physical injury, including death.
- 7.14.2.2 The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- 7.14.2.3 Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade

secrets of a third party provided by one Party to another under the Contract) relating to information technology.

- 7.14.2.4 The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under subparagraph 2.1.1 above.
- 7.14.2.5 The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract including:
- 7.14.2.5.1 any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - 7.14.2.5.2 any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph 7.14.2.5.2 of the greater of 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2M.
 - 7.14.2.5.3 In any case, the total liability of the Contractor under subparagraph 7.14. 2.5 will not exceed the total estimated cost (as defined above) for the Contract or \$2M, whichever is more.
- 7.14.2.6 If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

7.14.3 Third Party Claims:

- 7.14.3.1 Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- 7.14.3.2 If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article 3.1, with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- 7.14.3.3 The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article 3.

7.15 Joint Venture Contractor

- 7.15.1 The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: *[all the joint venture members named in the bid will be inserted at contract award]*.

7.15.2 With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

7.15.2.1 _____ has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;

7.15.2.2 by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and

7.15.2.3 all payments made by Canada to the representative member will act as a release by all the members.

7.15.3 All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.

7.15.4 All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

7.15.5 The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.

7.15.6 The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: This Article will be deleted if the bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

7.16 Hardware

7.16.1 With respect to the provisions of Supplemental General Conditions 4001:

Part III of 4001 applies to the Contract (Additional Conditions: Purchase)	YES
Part IV of 4001 applies to the Contract (Additional Conditions: Lease)	NO
Part V of 4001 applies to the Contract (Additional Conditions: Maintenance)	YES
Delivery Location	National Capital Region
Installation Site	National Capital Region
Delivery Date	March 31, 2014
Contractor must deliver Hardware Documentation	YES
Contractor must update Hardware Documentation throughout Contract Period	NO
Hardware Documentation must include maintenance documentation	NO
Language of Hardware Documentation	The Hardware Documentation is required to be delivered in both English and French.
Special Delivery Requirements	NO
Special Site Delivery or Installation Requirements	NO
Contractor must Install Hardware at time of Delivery	NO
Contractor must Integrate and Configure Hardware at time of Installation	NO

Hardware is part of a System	YES
Availability-level Testing will be performed before Acceptance	NO
Option to Extend Hardware Maintenance Period	For the purchased Hardware, the Contractor grants to Canada an irrevocable option to extend the Hardware Maintenance Period by 3 one-year periods. These option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Class of Maintenance Service	Return-to-Depot Maintenance Service

7.17 Training

7.17.1 Providing Training:

- 7.17.1.1 The Contractor must provide operational training on an “as-and-when-requested” basis during the Contract Period when a Task Authorization for training is issued in accordance with the Contract.
- 7.17.1.2 Canada may issue a Task Authorization whenever it has at least 5 people who require training.
- 7.17.1.3 The training must be provided at SSC's locations within the National Capital Region, as requested in the Task Authorization.
- 7.17.1.4 The training must be available within 15 working days of the Task Authorization being issued.
- 7.17.1.5 The training, including both the instruction and the course materials, must be provided in English and French.
- 7.17.1.6 Before providing any training, at least 10 working days in advance of the first training session, the Contractor must submit the course syllabus and schedule, the training materials, and the names and qualifications of the instructors to the Technical Authority for approval.

7.18 Professional Services - General

- 7.18.1** The Contractor must provide professional services on request relating to the installation, setup and configuration of all solution components (DNS, DHCP, and IPAM). All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- 7.18.2** If the Contractor fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.19 Safeguarding Electronic Media

- 7.19.1** Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- 7.19.2** If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.20 Representations and Warranties

The Contractor made statements regarding its experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

7.21 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

7.22 Transition Services at end of Contract Period

The Contractor agrees that, in the period leading up to the end of the Contract Period, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

7.23 Termination for Convenience

With respect to Article 32 of 2030, if applicable, sub article 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.

5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of

(a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or

(b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.

6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

7.24 Supply Chain Security Clauses

7.24.1 General Security Measures Surrounding Transmission of Sensitive Data

- a. The Contractor acknowledges that Canada requires, and the Contractor guarantees that, the equipment provided under the Contract is and will be the subject of robust, comprehensive security measures that evolve as security threats and technologies evolve, so that the security measures in use are updated throughout the Contract Period, in order to achieve the highest possible levels of data integrity, availability, and confidentiality.

- b. The Contractor must implement any reasonable security or protection measures requested by Canada from time to time, subject to equitable adjustment, within a reasonable timeframe agreed to with Canada. The parties agree that reasonableness will be determined based on the severity of the threat to the integrity, availability and confidentiality of Canada's data and communications.

7.24.2 Subcontracting

- a. Despite the General Conditions, none of the Work may be subcontracted (even to an affiliate of the Contractor) unless the Contracting Authority has first consented in writing. In order to seek the Contracting Authority's consent, the Contractor must provide the following information:
- i. the name of the subcontractor;
 - ii. the portion of the Work to be performed by the subcontractor;
 - iii. the Designated Organization Screening or the Facility Security Clearance (FSC) level of the subcontractor as required by the work;
 - iv. if requested, the security clearance status of individuals employed by the subcontractor who will require access to Canada facilities;
 - v. completed sub-SRCL signed by the Contractors Company Security Officer for CISD completion; and
 - vi. any other information required by the Contracting Authority.
- b. For the purposes of this Article, a "subcontractor" does not include a supplier who deals with the Contractor at arm's length whose only role is to provide telecommunications equipment that will be used by the Contractor to provide services, including if the equipment will be installed in the backbone or infrastructure of the Contractor.

7.24.3 Vulnerability Assessment and Management

- a. The Contractor must provide to the Technical Authority timely information about vulnerabilities (i.e., any weakness, or design deficiency, identified in the equipment provided under the Contract/any component that forms part of the system used to deliver the network services) that would allow an unauthorized individual to compromise the integrity, confidentiality, access controls, availability, consistency or audit mechanism of the system or the data and applications it hosts.
- b. Where any vulnerability is caused by equipment manufactured by or software code written by the Contractor or one of its subcontractors, the Contractor must immediately remedy the vulnerability at its own cost.
- c. Where any vulnerability is caused by equipment manufactured by or software code written by a third party (other than a subcontractor), in addition to notifying the Technical Authority about the vulnerability as soon as the Contractor learns of it, the Contractor must implement any upgrades, patches or other fixes within a timeframe acceptable to Canada once they are made available by the manufacturer or software publisher, at the Contractor's own cost, unless the Technical Authority waives this requirement (in respect of a specific upgrade, patch or fix) in writing.

7.24.4 Security Audit

Canada may audit the Contractor's compliance with the security requirements included in the Contract at any time. If requested by the Contracting Authority, the Contractor must provide Canada (or Canada's authorized representative) with full access to its premises, its network, and all databases storing Canada's data or data related to the Contract at all reasonable times. If Canada identifies any security deficiencies during an audit, the Contractor must immediately correct the deficiencies at its own expense.

7.24.5 Change in Control

- (a) At any time during the Contract Period, if requested by the Contracting Authority, the Contractor must provide to Canada:

-
- (i) an organization chart for the Contractor showing all related corporations and partnerships; for the purposes of this sub-article, a corporation or partnership will be considered related to another party if:
- (A) they are “related persons” or “affiliated persons” according to the Canada *Income Tax Act*;
 - (B) the entities have now or in the two years before the request for information had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - (C) 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.
- (ii) a list of all the Contractor’s shareholders and/or partners, as applicable; if the Contractor is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner;
- (iii) a list of all the Contractor’s directors and officers, together with each individual’s home address, date of birth, birthplace and citizenship(s); if the Contractor is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner; and
- (iv) any other information related to ownership and control that may be requested by Canada.

If requested by the Contracting Authority, the Contractor must provide such information regarding its subcontractors as well.

- (b) The Contractor must not permit a “change of control” in the Contractor itself without first obtaining the written consent of the Contracting Authority. In the case of a joint venture Contractor, this applies to a change of control of any of the joint venture’s corporate or partnership members. In the case of a Contractor that is a partnership or limited partnership, this requirement also applies to any corporation or limited partnership that is a partner.
- (c) The Contractor must also advise the Contracting Authority of:
- (i) any proposed change of control in any parent corporation or partnership of the Contractor, up to the ultimate owner; and
 - (ii) any proposed change of control in any subcontractor performing any part of the Work.
- The Contractor must provide this notice as soon as possible before the change of control takes place and, in any event, by no later than 10 days after any change of control taking place.
- (d) In this Article, a “change of control” includes but is not limited to a direct or indirect change in the effective control of the corporation or partnership, whether resulting from a sale, encumbrances, or other disposition of the shares (or any form of partnership units) by any other means.
- (e) If Canada determines in its sole discretion that a change of control (either in the Contractor itself or any of its parents, up to the ultimate owner) is not acceptable to Canada, Canada may withhold its consent to such change in the case of a change of control in the Contractor, or advise the Contractor that the change of control is unacceptable in the case of a change of control in one of the Contractor’s parents. Canada will not be required to provide its reasons, if those reasons are related to national security. If Canada either withholds its consent with respect to a change of control in the Contractor, or considers a change of control in any of the Contractor’s parents, up to the ultimate owner, to be unacceptable, then:
- (i) if the change of control has already occurred, the Contract will be considered to have been terminated for default on the effective date of the change of control or on a later date chosen by Canada; or

- (ii) if the change of control has not yet occurred, but the Contractor proceeds despite Canada's decision not to consent or notice that it considers the change of control to be unacceptable, Canada will be entitled to terminate the Contract for default.

The rights of the parties on termination for default are governed by the Section entitled "Default by the Contractor" of the General Conditions; Canada will not be required to provide an opportunity to cure in respect of a default related to a change of control.

- (f) If Canada determines in its sole discretion that a change of control in a subcontractor is unacceptable, Canada will notify the Contractor. Canada will not be required to provide its reasons, if those reasons are related to national security. If Canada considers a change of control in any subcontractor to be unacceptable, then the Contractor must, within 30 days, arrange for another subcontractor, acceptable to Canada, to perform the portion of the Work being performed by the existing subcontractor (or the Contractor must perform this portion of the Work itself). If the Contractor fails to do so within this time period, this will constitute a default and Canada will be entitled to terminate the Contract for default with no further opportunity to cure.

ANNEX A

STATEMENT OF WORK

< See attached >

ANNEX B

LIST OF DELIVERABLES AND PRICING

< To be inserted at Contract Award >

ANNEX C

SECURITY REQUIREMENTS CHECK LIST

< See attached >

ANNEX D

TASK AUTHORIZATION FORM

< See attached >

FORM 1

BID SUBMISSION FORM		
Bidder's full legal name <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
Federal Contractors Program for Employment Equity (FCP EE) Certification: If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to: (a) submit to the Department of HRSD form LAB 1168,	On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i> : (a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada; (b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ,	

<p>Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.</p> <p>For joint ventures, be sure to provide this information for each of the members of the joint venture.</p>	<p>(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR</p>	
<p>(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).</p>		
<p>Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]</p>		
<p>Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</p>		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
<p>Signature of Authorized Representative of Bidder</p>		

Form 2

OEM Certification Form

This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.

Name of OEM _____

Signature of authorized signatory of OEM _____

Print Name of authorized signatory of OEM _____

Print Title of authorized signatory of OEM _____

Address for authorized signatory of OEM _____

Telephone no. for authorized signatory of OEM _____

Fax no. for authorized signatory of OEM _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

10034076/A

C71

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME

Shared Services Canada

Annex A Statement of Work DNS/DHCP/IPAM (DDI) Solution

1. Overview of Shared Services Canada

Shared Services Canada is mandated to operate and transform the government's IT infrastructure. Under the umbrella of that dual authority, we are responsible for providing our 43 Partner organizations with modern, reliable and secure IT infrastructure services that are cost-effective and which contribute to a greener government. In the process, we are building a new organization from the ground up.

From an operational perspective, SSC is establishing IT service delivery across the Government of Canada (GC). SSC is supporting a significant number of projects in cooperation with its Partners that will both modernize and streamline today's IT operations. The Operations Branch will support Projects & Client Relationship (PCR) Branch in contributing to the GC's Economic Action Plan efforts, enabling SSC to plan and build capacity to take on the larger, more ample transformative initiatives (under the leadership of Transformation, Service Strategy and Design (TSSD)).

SSC has identified the following four priorities for:

- Maintain and improve the delivery of IT infrastructure services to the Government of Canada through an enterprise approach.
- Launch the renewal of the Government of Canada's IT infrastructure: identify an email solution and develop initial plans to consolidate data centres, networks and telecommunications in a whole-of-government approach.
- Establish governance mechanisms and implement partnerships to clarify accountability and adopt enterprise approaches for the management of IT infrastructure services.
- Implement efficient and effective business management processes and services in support of the SSC mandate

2. Requirement

In support of the top three priorities, SSC must renew several core foundational elements, which are key building blocks required for the transformation of the GC's IT infrastructure. Domain Name Services (DNS), Dynamic Host Configuration Protocol (DHCP), and IP Address Management (IPAM) infrastructure, collectively known as DDI, are three of the core foundation elements that must be renewed.

Several of SSC's partners have previously implemented third-party DDI and DNS solutions; however the contracts are split amongst various vendors without the possibility of easy consolidation. As SSC transitions to a single network and consolidated light out data centres, a national DDI infrastructure is paramount. In the future, DDI infrastructure will be a key in the delivery of online service for Canadians.

SSC needs the replacement technology to decrease time spent managing the DNS/DHCP infrastructure, decrease operational costs, decrease reoccurring maintenance costs, increase control, increase security and overall improve the service and stability of its DDI infrastructure. SSC has determined that an appliance based DDI solution that centrally manages IP Address Management (IPAM), DNS and

DHCP services is the optimal way to accomplish these goals. The solution must also address the following: automated upgrades, centralized management, support and full management of IPv4, IPv6, DNS, DHCP, DNSSEC and IPAM. The solution must also integrate with existing infrastructure which includes BIND servers, Microsoft DDNS servers, and VMware / Hyper-V hypervisors to maximize the cost savings and operational gains.

Current State

The GC infrastructure currently supports 377,000 end-users in 19,000 facilities. The current number of IP addressable devices is estimated to be over 900,000. Addressable devices include network infrastructure (routers, switches), servers, end-user devices (desktops, laptops, tablets, smartphones), VoIP phones, videoconferencing equipment, cameras, radios, and a multitude of other IP enabled devices. For the most part, existing DNS and DHCP infrastructure is managed by SSC Portfolio Operations on a partner by partner basis. In the future, partner networks will be collapsed into a single enterprise GC network (GCNet) that will operate with an enterprise DDI solution managed by SSC Horizontal Operations. It is anticipated that number of managed IP addressable devices will grow to over 1,500,000 during the life of this anticipated contract.

The table below illustrates how future GCNet end-state Points of Presence (POPs) may be distributed/allocated across the country, and the respective user densities in each region. Ultimately, the DDI solution architecture must be based upon the forthcoming GCNet architecture, which is unavailable at this time.

Current estimates for the density of users by region are as follows:

Region	Estimated number of users
British Columbia	20,000
Alberta	10,000
Saskatchewan	3,500
Manitoba	9,000
Ontario (includes locations located within the National Capital Region)	235,000
Quebec (includes locations located within the National Capital Region)	60,000
New Brunswick	6,700
Nova Scotia	8,300
Prince Edward Island	3,100
Newfoundland & Labrador	5,500

Yukon, Northwest Territories and Nunavut	1,600
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*Note: a region does not necessarily equate to a Point of Presence (POP)

3. Common Technical Requirements – The following section outlines the technical requirements common to all proposed appliances.

- 3.1. All appliance(s) [i.e. DNS, DHCP and IPAM] must be a dedicated appliance-based platform (physical and virtual [VMWare and Hyper-V] certified appliances)
- 3.2. The solution must meet the following requirements:
- 1) Capable of addressing three (3) million IP addresses, comprising of 1.5 million IPv4 addresses and 1.5 million IPv6 addresses;
 - 2) b) Capable of distributing DNS/DHCP infrastructure to at minimum eleven (11) points of presence across the country to maintain regional diversity and performance requirements;
 - 3) c) IPAM portion of the solution must be implemented as a High Availability pair;
 - 4) d) IPAM portion solution must support addressing of both the production and development data centres.
- 3.3. Lab infrastructure will exist solely for the purpose of testing the DDI solution. Less than 100 nodes will comprise the lab infrastructure. The solution must meet the following lab infrastructure requirements:
- 1) Capable of being implemented in a segregated environment; such that Canada can perform various testing and/or upgrade functions outside of its core production network;
 - 2) Capable of emulating the architecture and design of the production deployment (i.e. Canada must be able to replicate any production functionality on the proposed lab infrastructure);
 - 3) All costs of the above-mentioned lab infrastructure must be included as part of the bid proposal.
- 3.4. All physical appliance(s) must be rack mountable within a standard 19 inch rack.
- 3.5. All appliance(s) must support two or more network interfaces that separate from any dedicated out-of-band interfaces.
- 3.6. All network interfaces of the DNS appliance(s) must provide support for link speeds of 10/100/1000 Mbps.
- 3.7. Primary appliance(s) must provide integrated support for high availability configurations without the requirement for licensing of additional third party software components.
- 3.8. All supporting database technology for all appliances must be integrated and provided at no

additional cost or licensing requirement.

- 3.9. All appliances must support forwarding/redirection of logs to a defined syslog device as-well-as full console access and download capabilities.
- 3.10. Appliances must support monitoring using SNMP v2 and SNMP v3.
- 3.11. Technical documentation (in both hard and soft copy) for the appliances must be provided to Canada for administrative/support purposes. Soft copy documentation must be in searchable PDF, Word, and/or HTML formats.
- 3.12. All proposed appliances must fully support IPv4 and IPv6.
- 3.13. All proposed appliances must support NTP time synchronization (client-mode).
- 3.14. All proposed appliances must be licensed per appliance with no restrictions on the number of IPs and DNS names being managed.
- 3.15. All proposed appliances must provide support for a centralized automated upgrade mechanism through the IPAM web interface.
- 3.16. The proposed solution must be able to support multiple appliance versions, negating the need to upgrade all appliances simultaneously.
- 3.17. The proposed solution must expose full functionality of all solution components (i.e. appliances) through a CLI or equivalent scripting interface (i.e. allow for manipulation of appliance configurations, allow for import/export of data, etc.)
- 3.18. All proposed appliances must have power supplies that support 110v and 220v.
- 3.19. The operating system of all proposed appliances must be hardened and secured.
- 3.20. All appliances must integrate with multiple pass-through authentication options including LDAP, AD, RADIUS, and TACACS+.
- 3.21. System must be 100% compliant with DHCP Options and BOOTP Vendor Extensions (RFC 2132), DNS Update (RFC 2136), DNS SRV (RFC 2782), The Dynamic Host Configuration Protocol (DHCP) Client Fully Qualified Domain Name (FQDN) Option (RFC 4702), and support integration with Microsoft Active Directory
- 3.22. Appliances offering DNS services must also be able to offer DHCP services.
- 3.23. Communication between the various appliances must be encrypted using a secure method.
- 3.24. All communication between the administration interface and the appliance(s) must be encrypted (i.e. use of IPSEC tunnels, TLS, SCP-over-SSH, etc.).
- 3.25. Encryption must support the use of industry standard Certificate Authorities (CAs) for the

management web interface.

4. Maintenance/Support Requirements

- 4.1. All appliances must be bundled with live support and maintenance services, and support must be available 24/7/365 via Internet, web support (i.e. unlimited access to Technical Support knowledgebase), email, telephone, and on-site support if necessary for the term of the resultant contract.
- 4.2. Technical Support must be available with a response time of four (4) hours. This includes web support, email and telephone support.
- 4.3. The bidder's website support must be available 24/7. All emails for maintenance support must be acknowledged within four (4) hours.
- 4.4. The bidder must provide software and maintenance updates in a timely manner and must be included as part of the warranty and maintenance services.
- 4.5. The bidder must inform Canada of any new software and maintenance updates including product software release within 30 days of release. If applicable, Canada may request the applicable release in electronic format. Software and maintenance updates must be provided on electronic media (CD, DVD or memory stick) and must be available via a downloadable link from the Internet.
- 4.6. The Contractor shall provide two (2) business days Return-To-Depot (RTD), hardware maintenance on all equipment listed in "Annex B". The hardware must be returned with the same hardware configuration(s) and software requirements as described in detail in Annex B.
- 4.7. Canada is not responsible for any costs of shipping. The vendor must include shipping as part of their bid submission for all shipping associated with the proposed RTD Maintenance.
- 4.8. The two (2) day RTD period begins at 08:00 EST/EDT on the day following the assignment of a Tracking Number by the Contractor or the next business day if a Tracking Number has not been assigned by the end of the business day the problem is reported.
- 4.9. The Contractor shall have repaired or replaced all defective equipment within two (2) business days of the assignment of a Tracking Number or shall have delivered a replacement device identical to the failed equipment and meeting the specifications of this contract. The two (2) day RTD period ends at 16:00 EST/EDT on the second (2nd) business day following the beginning of the RTD period.
- 4.10. The Contractor must provide a web site capable of taking and recording all information concerning failed equipment and must issue a tracking number.
- 4.11. A Maintenance Report must be prepared by the Contractor's service representative for all repaired or replaced defective equipment. The report must include the following information:

-
- a) The assigned tracking number;
 - b) Date and Time call was received;
 - c) Hardware serial number;
 - d) Name of person who placed the service call and name of person who took the Information on the part of the Contractor;
 - e) Description of symptom(s);
 - f) Diagnosis of fault;
 - g) Description of equipment including the hardware and software configuration;
 - h) List of all parts or modules replaced or installed (including DRAM and Flash and any pre-packaged assemblies;);
 - i) The Identification number and/or serial number of each assembly removed or exchanged, including cards, modules, etc.;
 - j) Hardware and Software configuration of the received hardware; and
 - k) Hardware and Software configuration of the returned or replacement hardware.

4.12. The Contractor shall include one printed copy of this report with the returned equipment and shall forward one copy electronically to the Technical Authority.

4.13. Equipment returned from the Contractor shall be in the same physical configuration as when sent for repair/replacement. Any parts, sub-assemblies, or modules, shall be of the same make and model as those in the defective equipment. In cases where sub-assemblies or modules have been replaced, the new and old serial numbers, if applicable, will be reported on the Maintenance Report. In cases where parts, sub-assemblies, or modules require replacement, this will be done before the equipment is returned. Equipment returned to the Client unassembled will be returned to the Contractor for assembly as a new RTD (Return to Depot) call. The equipment must always be returned to the Canada fully assembled and at the contractor's expense and that if there are any delays caused to the Client, that the Contractor will be fully responsible to supply a new piece of equipment of equal technical specification to do the work required until such time that the original piece of equipment is replaced. In cases where an equipment or component part is/are no longer available, substitute of improved components shall be used.

4.14. As a security precaution, the contractor must return all replaced non-volatile storage components (including hard drives, NVRAM, SSD, and others) to the client, so they may be destroyed as per the GC Security Policy.

4.15. A secure web site must be provided for the Client, to allow on-line tracking of the repair status of equipment sent for servicing.

4.15.1. A secure website is defined as providing an https transport with a username and password authentication mechanism

4.16. Returned Equipment must have documentation included with the following information listed:

- a) A printed copy of the Maintenance Report;
 - b) Device Make, Model, Serial Number, and description of the equipment received, including any installed cards or modules, and the device make, model, and serial number, including details of any cards or modules installed, of equipment returned to the Client. This also includes any DRAM/Flash; Description of repairs made or serial numbers of old and new units if equipment is replaced. The Contractor is responsible for keeping their database up-to-date in regards to equipment replaced.
 - c) Hard copy printout of the current hardware and software configuration (specify for the product); and
 - d) Proof that the equipment has been powered up and found to be operating and properly configured.
- 4.17. When an updated “Annex B” is supplied to the Contractor, and has been approved, a Purchase Order will be issued by the Client. Once the Purchase Order has been issued, and acknowledged as received by the Contractor, the Contractor must apply the “Annex B” changes to all appropriate web sites within 10 business days. An electronic message (email) must be sent to the Technical Authority to confirm these changes have been completed by the Contractor. Failure to do so will result in the contractor applying a credit to the Client account equal to five percent (5%), of the cost of the outstanding product to be delivered. This same amount will be credited to the Client Account for each subsequent 10-day period that the updates are not applied.
- 4.18. The bidder must provide the ability to procure maintenance for additional years on the equipment after initial warranty expires. Written notice to Canada must be given within 1 year (365 days) as to when maintenance will no longer be available for the said item.
- 4.19. The solution proposed by the bidder must be sustainable/supportable for a minimum period of five years
- 4.20. At the end of the fifth year of the contract, the vendor must provide options and pricing for a technology refresh; hereafter referred to as Phase II.

5. Training Requirements

- 5.1. Training must be given to operational personnel regarding the installation/setup and configuration of all solution components (DNS, DCHP, and IPAM) prior to production

cutover.

- 5.2. The Contractor must be able to provide onsite training to large groups of technicians (i.e. groups of 15-30 employees)
- 5.3. The training must focus on the skills necessary to explain the operations of, manage, set parameters for and make use of the implemented solution. The contractor shall plan training adapted to the environment, based on the operating characteristics of SSC's environment. This training must include practical exercises to facilitate learning.
- 5.4. In order to enable SSC employees to complete the training program, the contractor shall implement the necessary technology at SSC's facilities. The price of installing the equipment required for this training should be included in the contractor's firm lot price for training
- 5.5. In preparing and delivering training activities, the contractor must:
 - a) Provide a description of the skills that SSC resources require in order to set parameters for and make appropriate use of the implemented solutions;
 - b) Submit training programs in the form of a curriculum (listing skills to be mastered) and a course outline (brief description of the training), customized for each employee group (i.e. administrators, users) that will require training;
 - c) Provide an original copy of the training material for each of the sessions. This material must include the trainer's guide and a copy of the material used by students (for example, student manual, documents, presentations, etc.); and
 - d) Hold training sessions at the SSC's facilities for the specific employee groups identified. Facilities for training will be in within the National Capital Region.
- 5.6. Documentation for employees (administrators, users), including the user guide and training manual, must be supplied in both French and English. This documentation must be available in one of more of the following document formats: PDF, Word, HTML
- 5.7. The cost of training must be provided as part of the contract on a per session basis.

6. DNS Specific Requirements - This subsection details requirements specific to only the DNS component of the solution.

- 6.1. The DNS system must support integration into IPAM.
- 6.2. DNS Software must interoperate ISC BIND compliant (with current GA release), supporting all relevant RFCs.
- 6.3. If contractor deploys a proprietary Bind implementation, the contractor must issue patches for known BIND vulnerabilities within 48 hrs of a vulnerability being exposed.
- 6.4. The solution must support DNSSEC.
- 6.5. DNSSEC functionality must be managed through the same user web interface session as DNS/DHCP.

-
- 6.6. It must be possible to manage Microsoft DNS servers through the IPAM user interface.
 - 6.7. The solution must support zone transfers to ISC/BIND and Microsoft DNS servers.
 - 6.8. Any changes to Microsoft DNS must be reflected in the IPAM system.
 - 6.9. The DNS system must support remote management and administration through a cross platform management interface supporting secure (encrypted) connectivity.
 - 6.10. Authenticated zone transfers must use TSIG.
 - 6.11. The DNS system must provide an integrated and configurable firewall, without the requirement for additional licensing.
 - 6.12. DNS processes running on the primary DNS system must be “jailed”.
 - 6.13. Solution must support a full DNS query logging capability for external recursive and authoritative servers.
 - 6.14. Solution must support live DNS traffic monitoring capability.
 - 6.15. Solution must provide the capability to configure black hole zones to use external data feeds.
 - 6.16. DNS servers must support EDNS0 (Extended DNS) (RFC 2671).
 - 6.17. Each DNS appliance must be capable of supporting 20,000 queries per second.
 - 6.18. The DNS system must support HA failover.
 - 6.19. The DNS system must support query rate limiting.
 - 6.20. The solution must provide the ability to configure DNS appliances as recursive caching servers, with no authoritative/non-authoritative zones defined.
 - 6.21. The DNS solution must support E.164 Number Mapping (ENUM) protocol as developed by the IETF that uses DNS system architecture to translate telephone numbers into IP addressing schemes (like SIP, H323 or Email). ENUM may contain a reference to a SIP URI, a telephone number to dial as well as a web page and an e-mail address.
 - 6.22. The DNS solution must allow Name Authority Pointers (NAPTR) and Service (SRV) records for ENUM that includes URI schemes and domain name as specified by Canada.
 - 6.23. The DNS solution for ENUM must allow NAPTR record types for resolution to URI schemes that included but not limited to:
 - a) SIP;
 - b) SIPS;
 - c) H.323; and
-

d) Telephone.

- 6.24. The DNS solution for ENUM must allow delegating domain name and zones to DNS and ENUM services as specified by Canada.
- 6.25. The DNS solution for ENUM must allow assigning selected telephone numbers and ranges of telephone numbers to domain names as specified by Canada.
- 6.26. The DNS solution for ENUM records must allow redirecting TCP and UDP payload for:
- SIP and SIPS (secure SIP) requests to one or more port numbers and SIP servers; and
 - H.323 requests to one or more port numbers and Gatekeepers.
- 6.27. The DNS solution for ENUM must allow SRV records that provide resolution that include redundancy or load balancing addresses as specified by Canada.
- 6.28. The DNS solution for ENUM must allow masking or aliasing NAPTR and/or SRV records as specified by Canada.
- 6.29. The DNS solution for ENUM must allow porting telephone numbers between GC domain names identified by Canada.
- 6.30. The DNS solution for ENUM must allow establishing an end-to-end connection using:
- abbreviated telephone numbers (e.g. 9181@gc.ucs.ca);
 - E.164 telephones numbers (e.g. 21215559181@gc.ucs.ca);
 - personally identifying information (e.g. john.doe@gc.ca); and
 - d) aliases identifying information (e.g. agent123@gc.ca)
- 6.31. The ENUM must comply to the following standards:
- [RFC 5527] Combined User and Infrastructure ENUM in the e164.arpa Tree
 - [RFC 3482] Number Portability in the Global Switched Telephone Network (GSTN):
- 6.32. The DNS solution for ENUM must provide the following and minimum capacity:
- 500,000 NAPTR records;
 - 500,000 SRV records; and
 - c) 1,000 domains or sub-domains.
- 6.33. The DNS solution for ENUM must allow queries from up to 250 different sources that are ENUM compliant.
- 6.34. The DNS solution for ENUM must allow a minimum of 3,000 queries per second (qps) with a response time that is less than 1 msec.
- 6.35. The DNS solution for ENUM Service Administration Activity must include the following:
- Adding, deleting or modifying a Domain Name entry;
 - adding, deleting or modifying any information associated with a NAPTR or SRV record; and

-
- c) Porting URI schemes to Domain name.

6.36. The DNS solution for ENUM Administration must allow:

- a) Adding, deleting or modifying a Domain Name entry;
- b) Adding, deleting or modifying any information associated with a NAPTR or SRV record; and
- c) c) Porting URI schemes to Domain name.

6.37. The DNS solution for ENUM must be accessible using a secure web browser.

6.38. The DNS solution for ENUM must allow Canada to remotely view the ENUM Service configuration, including but not limited to NAPTR and SRV Records.

6.39. The DNS solution for ENUM Service must allow producing URI schemes, telephone numbers and Domain name reports, including:

- a) searching and sorting for specific record type, for one or more fields in a record; and
- b) the ability to download search results in a flat file format. Delimited ASCII format is also acceptable

6.40. The DNS solution for ENUM must provide performance and traffic reports according to a time and date interval as specified by Canada. If a 3rd party tool is required to meet this requirement, it must be included as part of the bid submission and not incur any additional costs for Canada; be it licensing, training etc.

7. DHCP Specific Requirements - This subsection details requirements specific to only the DHCP component of the solution.

7.1. The DHCP appliance(s) must support integration with IPAM infrastructure.

7.2. The DHCP appliance(s) must provide an integrated and configurable firewall, without the requirement for additional licensing.

7.3. Each DHCP appliance must support at least 200 leases per second with ping before disabled.

7.4. Each DHCP appliance must be capable of supporting a minimum of 100,000 leases within each DHCP cluster.

8. IPAM Specific Requirements - This subsection details requirements specific to only the IPAM component of the solution.

8.1. The solution must be able to centrally manage, configure, administer, control, and deploy the DNS and DHCP components within the enterprise (includes adding/removing/modifying zones, scopes, DNS records, etc.)

-
- 8.2. IPAM user interface must be web-based
 - 8.3. The IPAM system must support HA failover
 - 8.4. The IPAM system must be bid in an HA failover configuration
 - 8.5. The DNS system must provide support for user level authentication.
 - 8.6. The DNS system must provide import/export to flat files.
 - 8.7. The DNS system must provide the ability to backup and restore the DNS appliance configuration.
 - 8.8. The DNS system must support delegated administration of particular zones or domains to defined administrators.
 - 8.9. The DNS system must support granular rights administration limiting the function and rights to user and record level.
 - 8.10. The DNS system must provide read-only support for defined domains and zones.
 - 8.11. The DNS system must support automatic creation and update of reverse/PTR zones.
 - 8.12. The solution must provide the ability to display, and search objects based on user-created custom fields.
 - 8.13. The solution must have the ability to alert users when creating A Record with a Fully Qualified Domain Name (FQDN) that already exists in the same DNS zone with a different IP address i.e. avoid creating an FQDN that round robin without intending to
 - 8.14. The solution must support RFC6177 (<http://tool.ietf.org/html/rfc6177>).
 - 8.15. The DHCP appliance(s) system must support VLSM.
 - 8.16. The DHCP appliance(s) system must support CIDR.
 - 8.17. The DHCP appliances (s) must support supernetting .
 - 8.18. The DHCP appliance(s) must support multiple MAC pools.
 - 8.19. The DHCP appliance(s) must provide support for MAC address exclusions.
 - 8.20. The DHCP appliance(s) must support remote management and administration through a cross platform management interface supporting secure(encrypted) connectivity.
 - 8.21. The DHCP appliance(s) must provide the ability to backup and restore the DHCP appliance configuration.
 - 8.22. The DHCP appliance(s) must support delegated administration of scopes to defined

administrators.

- 8.23. The DHCP appliance(s) must support granular rights administration limiting the function and rights to user and record level.
- 8.24. The DHCP appliance(s) must provide read-only support for defined scopes .
- 8.25. The IPAM appliance must provide the ability to backup and restore the appliance configuration.
- 8.26. The IPAM appliance must provide support for user level pass-through authentication that integrates with RADIUS, TACACS, Active Directory and LDAP .
- 8.27. The IPAM appliance must support granular role based user rights administration limiting the function and rights available to a user.
- 8.28. The IPAM appliance must provide read-only rights assignment.
- 8.29. The IPAM solution must be able to export reports in PDF format and raw data in flat file text format (i.e. plan text, CSV or delimited ASCII).
- 8.30. The solution must have a change approval or workflow process.
- 8.31. The IPAM appliance must provide an integrated and configurable firewall, without the requirement for additional licensing

9. Professional Services

- 9.1. Included as part of the bid submission, the vendor must provide an architecture and engineering resource with at least a Government of Canada enhanced reliability security clearance to assist with the following tasks:
- a) Assist SSC with an environmental scan on Shared Services Canada's 43 legacy network(s). This will be documented using non-protected documentation provided by Canada, and either formal or informal discussions.
 - b) Provide advice and guidance with regards to the integration or replacement of pre-existing DDI solutions;
 - c) Assist SSC to produce a technical architecture for a sustainable enterprise DDI implementation;
 - d) If required, provide a migration plan for any pre-existing DDI implementations to the new DDI solution;
 - e) If required, assist SSC in dealing with the implementation of overlapping private address plans within the IPAM solution;
 - f) Assist the onsite employees the best implementation method for their equipment.
 - g) Assist with the DDI migration (live production cutover);
 - h) Assist SSC in the documentation of detailed design specifications for DDI components including IPAM, DNS and DHCP appliances
 - i) Ensure the integration of all aspects of the DDI solution; and

-
- j) Review technical architectures, frameworks and strategies to ensure solutions meet the business requirements

Deliverables provided by this resource are as follows:

- Document the existing technical environment and network designs relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, improve system performance through recommended changes;
- Provide migration plan from existing DDI services to new DDI appliances
- Coordinate and prepare documentation (Technical overviews, Project Implementation Strategies, diagrams, etc.); and
- Develop and write with SSC employees the technology design for DDI appliances, and/or technology strategy documents.
- Deliverables must be done in Microsoft Word format with all images being done in Microsoft Visio. Further any drawing that depicts the Canada's network must be also given to Canada in its raw MS Visio format.
- The Contractor must adhere to Industry best practices relating to DDI in the conduct of all business and in the production of all documents

9.2. The bidder is expected to include 20 days of professional services as part of their bid submission to cover section 9.1 the above items.

9.3. The bidder must provide the cost of 50 days of additional professional resources as part of the bid. Canada reserves the right to exercise all or some of these days. The bidder must allow the client to purchase additional Technical consulting services (i.e. architecture and engineering resources) at an hourly rate (pro-rated from daily rate) bid as part of the contract. It is anticipated that the resource will perform the following tasks:

- a) Provide assistance with the creation of any detailed design documents needed for the proposed DDI solution;
- b) Assist SSC in the migration of partner DDI implementations over to the new DDI; infrastructure and ensuring no break in service occurs within our partner networks; and
- c) Any work collaborated and/or developed in conjunction with Canada will need to be put in a documented report to Canada as a defined deliverable.

Annex C Security Requirements Checklist for DDI



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat TBD
Security Classification / Classification de sécurité

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Shared Services Canada	2. Branch or Directorate / Direction générale ou Direction Telecom Transformation Program
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3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
----------------------------------------------------------------	---------------------------------------------------------------------------

4. Brief Description of Work / Brève description du travail
Contractor will be required to work on the architecture and high-level design of a DDI (DNS/DHCP/IPAM) implementation. In addition, the contractor may be requested to work on a detailed design and/or implementation of the DDI solution if warranted by the Government of Canada

5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? No / Non Yes / Oui

5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? No / Non Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) No / Non Yes / Oui

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. No / Non Yes / Oui

6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? No / Non Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
--------------------------------------------	--------------------------------------	---------------------------------------------

7. b) Release restrictions / Restrictions relatives à la diffusion

No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Not releasable / À ne pas diffuser <input checked="" type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
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7. c) Level of information / Niveau d'information

PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>
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Security Classification / Classification de sécurité



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
- Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
- | | | | |
|---------------------------------------------------------------------|-----------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------------------|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input checked="" type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET- SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
Commentaires spéciaux : _____
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / Production		✓														
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Afif Chaaban		Sr. Director, Program Planning & Design	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
613-946-7076	613-946-7120	Afif.Chaaban@ssc-spc.gc.ca	
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / <input type="checkbox"/> Yes <input type="checkbox"/> Non / <input type="checkbox"/> Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

Contract No. - N° du contrat
10034076/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
C71

Client Ref. No. - N° de réf. du client
13-13431

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME
DRAFT

ANNEX D

TASK AUTHORIZATION FORM

Title: DNS/DHCP/IPAM (DDI) Solution		<u>Contract Number:</u>
Contractor's Name and Address:		Task Authorization (TA) No.
		Total Estimated Cost of Task (Taxes extra): \$ _____
Security Requirements: This task includes security requirements No _____ Yes _____ If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract.		
For Revision only		
TA Revision Number, if applicable _____	Total Estimated Cost of Task (Taxes extra) before the revision \$ _____	Increase or Decrease (Taxes extra) as applicable \$ _____
Start of the Work for a TA: Work cannot commence until a TA has been authorized in accordance with the conditions of the Contract.		
1. Required Work:		
A. Description of the Work required: as follows _____ ; see attached _____		
B. Required Delivery Date		

Contract No. - N° du contrat
10034076/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
C71

Client Ref. No. - N° de réf. du client
13-13431

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME
DRAFT

2. Authorization

By signing this TA, the authorized clients and the Contracting Authority certify that the content of this TA is in accordance with the conditions of the Contract.

Technical Authority
(authorized client)

Signature

Date

SSC Contracting Authority

Signature

Date

3. Contractor's Signature

Name and title of individual authorized to sign on behalf of the Contractor

Signature

Date

Attachment 4.2 – Mandatory Technical Criteria

Req. #	Requirement	Reference to Substantiating Material in Bid
	Common Requirements	
M 1.	Physical appliance(s) must be rack mountable within a standard 19 inch rack	
M 2.	All appliance(s) must support two or more network interfaces that separate from any dedicated out-of-band interfaces	
M 3.	All network interfaces of the DNS appliance(s) must provide support for link speeds of 10/100/1000 Mbps	
M 4.	Primary appliance(s) must provide integrated support for high availability configurations without the requirement for licensing of additional third party software components	
M 5.	All appliances must support forwarding/redirection of logs to a defined syslog device as-well-as full console access and download capabilities	
M 6.	Appliances must support monitoring using SNMP v2 and SNMP v3	
M 7.	All appliances must fully support IPv4 and IPv6	
M 8.	All appliances must support NTP time synchronization (client-mode)	
M 9.	All appliances must provide support for a centralized automated upgrade mechanism (preferably through the IPAM web interface)	
M 10.	The solution must be able to support multiple appliance versions, negating the need to upgrade all appliances simultaneously	
M 11.	The solution must expose full functionality of all solution components (i.e. appliances) through a CLI or equivalent scripting interface (i.e. allow for manipulation of appliance configurations, allow for import/export of data, etc.)	

M 12.	All appliances must have power supplies that support 110v and 220v	
M 13.	The operating system of all proposed appliances must be hardened and secured	
M 14.	Appliances must integrate with multiple pass-through authentication options including LDAP, AD, RADIUS, and TACACS+	
M 15.	System must be 100% compliant with DHCP Options and BOOTP Vendor Extensions (RFC 2132), DNS Update (RFC 2136), DNS SRV (RFC 2782), The Dynamic Host Configuration Protocol (DHCP) Client Fully Qualified Domain Name (FQDN) Option (RFC 4702), and support integration with Microsoft Active Directory	
M 16.	Appliances offering DNS services must also be able to offer DHCP services	
M 17.	Communication between the various appliances must be encrypted using a secure method of communication	
M 18.	Encryption must support the use of industry standard Certificate Authorities (CAs) for the management web interface	
M 19.	The cost of architecture and engineering resources must be bid as part of the contract on an hourly basis Additional professional resources (to a maximum of X days) will be done on an ad hoc basis.	

Attachment 4.2 – Mandatory Technical Criteria (con't)

DNS Specific Requirements

This subsection details requirements specific to only the DNS component of the solution.

Req. #	Requirement	Reference to Substantiating Material in Bid
	DNS Specific Requirements	
M 20.	The DNS system must support integration into IPAM	
M 21.	DNS Software must interoperate ISC BIND compliant (with current GA release), supporting all relevant RFCs	
M 22.	The solution must support DNSSEC	
M 23.	DNSSEC functionality must be managed through the same user web interface session as DNS/DHCP	
M 24.	It must be possible to manage Microsoft DNS servers through the IPAM user interface	
M 25.	The solution must support zone transfers to ISC/BIND and Microsoft DNS servers	
M 26.	Any changes to Microsoft DNS must be reflected in the IPAM system	
M 27.	The DNS system must support remote management and administration through a cross platform management interface supporting secure (encrypted) connectivity	
M 28.	Authenticated zone transfers must use TSIG	
M 29.	The DNS system must provide an integrated and configurable firewall, without the requirement for additional licensing	
M 30.	DNS processes running on the primary DNS	

	system must be "jailed"	
M 31.	Must support full DNS query logging capability for external recursive and authoritative servers	
M 32.	Must support live DNS traffic monitoring capability	
M 33.	Must provide the capability to configure black hole zones to use external data feeds	
M 34.	DNS servers must support EDNS0 (Extended DNS) (RFC 2671)	
M 35.	Each DNS appliance must be capable of supporting 20,000 queries per second	
M 36.	The DNS system must support HA failover	
M 37.	DNS system must support query rate limiting	
M 38.	The solution must provide the ability to configure DNS appliances as recursive caching servers, with no authoritative/non-authoritative zones defined	
M 39.	The DNS solution must support E.164 Number Mapping (ENUM) protocol as developed by the IETF that uses DNS system architecture to translate telephone numbers into IP addressing schemes (like SIP, H323 or Email). ENUM may contain a reference to a SIP URI, a telephone number to dial as well as a web page and an e-mail address	
M 40.	The DNS solution must allow Name Authority Pointers (NAPTR) and Service (SRV) records for ENUM that includes URI schemes and domain name as specified by Canada.	
M 41.	The DNS solution for ENUM must allow NAPTR record types for resolution to URI schemes that included but not limited:	

	a) SIP; b) SIPS; c) H.323; d) Telephone	
M 42.	The DNS solution for ENUM must allow delegating domain name and zones to DNS and ENUM services as specified by Canada	
M 43.	The DNS solution for ENUM must allow assigning selected telephone numbers and ranges of telephone numbers to domain names as specified by Canada	
M 44.	The DNS solution for ENUM records must allow redirecting TCP and UDP payload for: a) SIP and SIPS (secure SIP) requests to one or more port numbers and SIP servers; and b) H.323 requests to one or more port numbers and Gatekeepers	
M 45.	The DNS solution for ENUM must allow SRV records that provide resolution that include redundancy or load balancing addresses as specified by Canada	
M 46.	The DNS solution for ENUM must allow masking or aliasing NAPTR and/or SRV records as specified by Canada	
M 47.	The DNS solution for ENUM must allow porting telephone numbers between GC domain names identified by Canada	
M 48.	The DNS solution for ENUM must allow establishing an end-to-end connection using: a) abbreviated telephone numbers (e.g. 9181@gc.ucs.ca); b) E.164 telephones numbers (e.g.	

	<p>21215559181@gc.ucs.ca);</p> <p>c) personally identifying information (e.g. john.doe@gc.ca); and</p> <p>d) aliases identifying information (e.g. agent123@gc.ca)</p>	
M 49.	<p>The ENUM must comply to the following standards:</p> <p>a) [RFC 5527] Combined User and Infrastructure ENUM in the e164.arpa Tree</p> <p>b) [RFC 3482] Number Portability in the Global Switched Telephone Network (GSTN):</p>	
M 50.	<p>The DNS solution for ENUM must provide the following and minimum capacity:</p> <p>a) 500,000 NAPTR records;</p> <p>b) 500,000 SRV records; and</p> <p>c) 1,000 domains or sub-domains</p>	
M 51.	<p>The DNS solution for ENUM must allow queries from up to 250 different sources that are ENUM compliant.</p>	
M 52.	<p>The DNS solution for ENUM must allow a minimum of 3,000 queries per second (qps) with a responses time that is less than 1 msec</p>	
M 53.	<p>The DNS solution for ENUM Service Administration Activity must include the following:</p> <p>a) Adding, deleting or modifying a Domain Name entry;</p> <p>b) Adding, deleting or modifying any information associated with a NAPTR or SRV record; and</p>	

	c) Porting URI schemes to Domain name	
M 54.	<p>The DNS solution for ENUM Administration must allow:</p> <p>a) Adding, deleting or modifying a Domain Name entry;</p> <p>b) Adding, deleting or modifying any information associated with a NAPTR or SRV record; and</p> <p>c) Porting URI schemes to Domain name</p>	
M 55.	The DNS solution for ENUM must be accessible using a secure web browser.	
M 56.	The DNS solution for ENUM must allow Canada to remotely view the ENUM Service configuration, including but not limited to NAPTR and SRV Records.	
M 57.	<p>The DNS solution for ENUM Service must allow producing URI schemes, telephone numbers and Domain name reports, including:</p> <p>a) searching and sorting for specific record type, for one or more fields in a record; and</p> <p>b) Ability to download search results in a flat file format. Delimited ASCII format is also acceptable</p>	

Attachment 4.2 – Mandatory Technical Criteria (con't)

DHCP Specific Requirements

This subsection details requirements specific to only the DHCP component of the solution.

Req. #	Requirement	Reference to Substantiating Material in Bid
	DHCP Specific Requirements	
M 58.	The DHCP appliance(s) must support integration with IPAM infrastructure	
M 59.	The DHCP appliance(s) must provide an integrated and configurable firewall, without the requirement for additional licensing	
M 60.	Each DHCP appliance must support at least 200 leases per second with ping before disabled	
M 61.	Each DHCP appliance must be capable of supporting a minimum of 100,000 leases within each DHCP cluster	
M 62.	The DHCP appliances must support HA failover	

Attachment 4.2 – Mandatory Technical Criteria (con't)

IPAM Specific Requirements

This subsection details requirements specific to only the IPAM component of the solution.

Req. #	Requirement	Reference to Substantiating Material in Bid
	IPAM Specific Requirements	
M 63.	The solution must be able to centrally manage, configure, administer, control, and deploy the DNS and DHCP components within the enterprise (includes adding/removing/modifying zones, scopes, DNS records, etc.)	
M 64.	IPAM user interface must be web-based	
M 65.	The IPAM system must support HA failover	
M 66.	The DNS system must provide support for user level authentication	
M 67.	The DNS system must provide import/export to flat files	
M 68.	The DNS system must provide the ability to backup and restore the DNS appliance configuration	
M 69.	The DNS system must support delegated administration of particular zones or domains to defined administrators	
M 70.	The DNS system must support granular rights administration limiting the function and rights to user and record level	
M 71.	The DNS system must provide read-only support for defined domains and zones	

M 72.	The DNS system must support automatic creation and update of reverse/PTR zones	
M 73.	The solution must provide the ability to display, and search objects based on user-created custom fields	
M 74.	The solution must have the ability to alert users when creating A Record with a Fully Qualified Domain Name (FQDN) that already exist in the same DNS zone with a different IP address i.e. avoid creating an FQDN that round robin without intending to	
M 75.	The solution must support RFC6177 (http://tool.ietf.org/html/rfc6177)	
M 76.	The DHCP appliance(s) system must support VLSM	
M 77.	The DHCP appliance(s) system must support CIDR	
M 78.	The DHCP appliances (s) must support supernetting	
M 79.	The DHCP appliance(s) must support multiple MAC pools	
M 80.	The DHCP appliance(s) must provide support for MAC address exclusions	
M 81.	The DHCP appliance(s) must support remote management and administration through a cross platform management interface supporting secure(encrypted) connectivity	
M 82.	The DHCP appliance(s) must provide the ability to backup and restore the DHCP appliance configuration	
M 83.	The DHCP appliance(s) must support delegated administration of scopes to defined administrators	

M 84.	The DHCP appliance(s) must support granular rights administration limiting the function and rights to user and record level	
M 85.	The DHCP appliance(s) must provide read-only support for defined scopes	
M 86.	The IPAM appliance must provide the ability to backup and restore the appliance configuration	
M 87.	The IPAM appliance must provide support for user level pass-through authentication that integrates with RADIUS, TACACS, Active Directory and LDAP	
M 88.	The IPAM appliance must support granular role based user rights administration limiting the function and rights available to a user	
M 89.	The IPAM appliance must provide read-only rights assignment	
M 90.	The IPAM solution must be able to export reports in PDF format and raw data in flat file text format (i.e. plain text, CSV or delimited ASCII)	
M 91.	The solution must have a change approval or workflow process	
M 92.	The IPAM appliance must provide an integrated and configurable firewall, without the requirement for additional licensing.	