

**RETURN RESPONSES TO:  
RETOURNER LES  
ANSWERS À :**

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**AMENDMENT TO INVITATION TO  
QUALIFY  
MODIFICATION DE L'INVITATION  
À SE QUALIFIER**

The referenced document is hereby  
revised; unless otherwise indicated, all  
other terms and conditions of the  
Solicitation remain the same.

Ce document est par la présente révisé;  
sauf indication contraire, les modalités de  
l'invitation demeurent les mêmes.

**Comments - Commentaires**

This document contains a Security  
Requirement  
Ce document contient des exigences  
sécuritaires

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SSC | SPC  
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Ottawa, ON  
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<b>Title - Sujet</b> Data Centre Server and Storage Infrastructure Infrastructure de serveur et de stockage pour les centres de données	
<b>Solicitation No. – N° de l'invitation</b> 10040747/A	<b>Amendment No. - N° modif.</b> 009
<b>Client Reference No. – N° référence du client :</b> 14-20384-0	<b>Date</b> 28 October 2014
<b>Solicitation Closes – L'invitation prend fin</b> <b>on – le</b> November 12, 2014 <b>at – à</b> 11 :59 PM	
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**THIS SOLICITATION AMENDMENT IS ISSUED TO:**

Publish Canada's Responses to Respondents' questions and to modify the ITQ.

NOTE: Respondents' clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell.gc.ca out of sequence.

**Question 27:**

In order to ensure a fair and open procurement, would the Crown consider opening the bidders eligible for Category 1 – 'Server and Storage Infrastructure' to include a Core Team approach as in Categories 2 and 3? Given the reseller business model, it would be to the Crown's advantage to allow local service providers familiar with Federal Government infrastructure and SSC mandate to bid as part of a Core Team with a manufacturer, where both parties can contribute to meeting the requirement.

**Answer 27:**

Please refer to Canada's answer to Question 20.

**Question 34:**

Reference: Page 13 of 48, first line of middle of page paragraph

"Respondents are not required to include customer reference information when describing corporate project experience. Generic descriptions of project experience are sufficient."

Page 42 of 48, Attachment 4.1.3 Category 3 – Cloud Management Mandatory criteria M01

(i) Question: For M01 page 42, where it asks respondents to demonstrate 10 customer deployments of functioning Cloud Management Platforms. Please confirm that the respondents do not have to provide the name of the customer/ organization, but can describe each of the 10 deployments using generic descriptions.

(ii) Question: Category 3 page 42. Please confirm that the respondents do not have to reference by name any of their client references. For respondents to gain approval to mention reference organization names takes many days if not weeks of appropriate approvals which this ITQ does not allow enough time to complete.

(iii) Question: Same reference as above, Mandatory 3, please confirm that the respondents do not have to mention the Public Sector client organization by name. This is very hard for respondents to get approval to utilize public sector organizations by name for a qualification process.

(iv) Question: If client organization names are required please extend the date to close until November 17th

(v) Question: If the date extension is provided please also extend the date of the question period.

**Answer 34:**

Please see Canada's response to Question 12 and Question 59.

**Question 35:**

The Mandatory Experience Requirements under Category 1 currently appear to exclude respondents who are not the OEM; "The Respondent must have manufactured, marketed, supplied, tested, implemented and maintained at least two of the infrastructures listed below as defined in Annex C – Definition of Terms."

In order to allow a broader cross section of qualified respondents, will the Crown please consider re-wording this requirement to say; "The Respondent must have marketed, supplied, tested, implemented and maintained at least two of the infrastructures listed below as defined in Annex C – Definition of Terms."

**Answer 35:**

No, Canada's requirements remain unchanged. Please see Canada's response to question 26.

**Question 38:**

Referencing Attachment 4.1.1 – Category 1, Mandatory Experience Requirement M05 "must have supplied server and/or storage infrastructure as part of Converged Infrastructure and/or Reference Architecture on which the following software was installed and configured..."

Q – Please clarify the intent of this experience requirement – must the respondent demonstrate that they completed installation and configuration on behalf of the customer in addition to supply of infrastructure, vs the customer performing installation and configuration of the infrastructure included in our reference?

**Answer 38:**

Yes, the intent of 4.1.1 – Category 1, M05 is for respondents to demonstrate that they have completed installation and configuration of the referenced software on behalf of the customer in addition to supply of infrastructure.

Please see Modification 016.

**Question 53:**

3.1.4 (a) The submission of more than one response from members of the same Responding group for each category of this ITQ is not permitted in response to this ITQ.

3.1.4 (c) A response provided by a Responding Group can contain Core Team Members. A Responding Group's Core Team Member(s) will be permitted a Core Team Member(s) on multiple responses.

- a) Question: Can Shared Services Canada confirm that the reference to members of the same Responding group in section 3.1.4 (a) refers to members identified as the ITQ Response Lead as defined in 2.4.4?
- b) Question: Can Shared Services Canada confirm that Core Team Members are not considered members (lower case) of the same Responding group as defined in 3.1.4 (b) and therefore permitted as Core Team Members (s) on multiple responses within the same category or multiple categories?

**Answer 53:**

Yes, that is correct, as per Amendment 005, Modification 008.

A Responding Group is the Core Team Lead. Therefore, a member of the Responding Group is a member of the Core Team Lead. Core Team Members are defined separately as per 3.1.4 c) and can be Core Team Members on multiple responses.

**Question 62:**

Page 15 of 48, section 4.3, Security Clearance Requirement, requires that the Respondent to be registered in the Industrial Security Program (ISP) of PWGSC's Canadian Industrial Security Directorate (CISD). This process can take six months plus, and currently the ISP team are severely backed up with applications. We understand there to be the clause page 15 of 48, 4.3, a) "but may be completed during the subsequent bid solicitation phase".

The requirement goes on to further state that the Contractor must have at all times during the performance of the Contractor, Standing offer or Supply Arrangement, maintain a valid Facility Security Clearance (FSC). Further it requires that the Contractor and/or its employees must EACH maintain a valid secret clearance issued by Canadian Industrial Security Directorate (CISD). In addition the Contractor must maintain a valid Document Safeguarding Capability (DSC) at Secret Level.

Question: Would Canada please add to Annex C, Definition of Terms, the definition of Contractor?

**Answer 62:**

As per SACC 2035 "Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada.

**Question 67:**

In section 3.1.4, in regards to a responding group, can you clarify if a core team member can be part of multiple primary respondents and qualification in the same category?

**Answer 67:**

Yes, a Core Team Member may be a member of multiple core teams. A Core Team Lead cannot be a Core Team Member on other responses.

**Question 68:**

For Category 1 of this solicitation it states that a Core Team cannot be used. If the bidder is a joint-venture, can the two or more parties respond with the combined knowledge and expertise as a single enterprise as defined by the "Joint Venture" term in the solicitation?

**Answer 68:**

Yes, Joint Ventures are allowed in Category 1, as per the definition in Annex C - Definition of Terms.

**Question 69:**

Mandatory Experience Requirement M01

The Respondent must demonstrate its and /or its Core Team Member's experience by providing examples of projects where it is currently hosting 25,000 concurrent active Virtual Servers, as defined in Annex C – Definition of Terms.

Question: Will SSC modify this requirement to 15,000 concurrent active Virtual Servers?

**Answer 69:**

See Modification 017.

**Question 70:**

Mandatory Experience Requirement M02

The Respondent must demonstrate how it and/or its Core Team members build, deploy and operate 5,000+ Virtual Servers for each of 3 individual customers, where each customer has 5,000+ employees. The Respondent must describe in sufficient detail the extent of its or its Core Team Member's overall

corporate experience in the supply and servicing of these servers, including maintenance and break/fix, operating 24 hours per day, 7 days per week, 365 days per year with a 4 hour or better response time, over the past 2 years.

Question: Will SSC modify this requirement to 3,500+ Virtual Servers for each of 3 individual customers, where each customer has 3,500+ employees?

**Answer 70:**

See Modification 018.

**Question 71:**

Mandatory Experience Requirement M03

The Respondent must demonstrate its and/or its Core Team Member's experience as a primary Contractor with a public sector customer within the past 3 years for one of the customers referenced in M02 for the supply of 100+ of their Virtual Servers using capacity on demand.

Question: Will SSC modify this requirement to 75+ Virtual Servers?

**Answer 71:**

See Modification 019.

**Question 72:**

Mandatory Experience Requirement M01

The Respondent and/or its Core Team Member(s) must demonstrate 10 Customer deployments of functioning Cloud Management Platforms as defined in Annex C – Definition of Terms, in the past 3 years prior to the closing date of this ITQ based on Category 1 defined infrastructure as described in this ITQ.

Question: Will SSC modify this requirement to 7 customer deployments?

**Answer 72:**

No, Canada's Requirements remain unchanged.

**Question 73:**

Mandatory Experience Requirement M04

The Respondent and/or its Core Team Member(s) must have continuously provided onsite support, including maintenance and break fix, operating 24 hours per day, 7 days per week, 365 days per year with a 4 hour or better response time, dedicated bilingual toll-free support, over the past 2 years. This support must have been provided to at least one organization with a minimum of 5,000 employees with a nationwide presence in at least 4 of the 6 main geographical regions across Canada as defined in Annex C – Definition of Terms.

Question: Will SSC modify this requirement to a minimum of 3,500 employees with a nationwide presence in at least 3 of the 6 main geographical regions across Canada?

**Answer 73:**

Please refer to Amendment 005, Modification 009.

**Question 81:**

Please confirm that an organization who is not an OEM, and who meets the mandatory evaluation criteria for Category 1, can qualify for this ITQ phase?

**Answer 81:**

Please refer to Canada's answer to Question 19.

**Question 83:**

Category 1: For M02, can SSC provide clarification around what information is required for this requirement? Specifically, 'The respondent must demonstrate how their infrastructure was deployed and connected to 10+ customer networks'?

**Answer 83:**

Please refer to Amendment 007 Modification 014.

**Question 84:**

Category 2: Can SSC describe some of the Proactive Management, Incident Management or Problem Management services required, if any?

**Answer 84:**

Please refer to Annex B, Sections 4 and 5 for descriptions of the category requirements. More detailed requirements will be tabled in the review and refine requirements phase.

**Question 85:**

Category 2: Please provide any details around what operational reporting requirements would be required, if any.

**Answer 85:**

Please see Canada's response to question 84.

**Question 86:**

Category 2: Is the vendor expected to provide any system administration e.g. account management; Audit and remove inactive accounts? Please provide details?

**Answer 86:**

Please see Canada's response to question 84.

**Question 87:**

Category 2: Please provide details around any security management service requirements. (Example, patch mgmt., account and ID mgmt., Monitor and manage virus detection software)

**Answer 87:**

Please see Canada's response to question 84.

**Question 88:**

Category 3: Is the vendor expected to provide any operational support services, or is this category limited to the provisioning of a cloud management service that will be used and managed by SSC?

**Answer 88:**

Please see Canada's response to question 84.

**Question 89:**

3.1.4 (a) The submission of more than one response from members of the same Responding group for each category of this ITQ is not permitted in response to this ITQ.

3.1.4 (c) A response provided by a Responding Group can contain Core Team Members. A Responding Group's Core Team Member(s) will be permitted a Core Team Member(s) on multiple responses.

Would Shared Services Canada please confirm that Core Team Members are permitted on multiple responses within the same category or multiple categories.

**Answer 89:**

Please refer to Canada's answer to Question 67.

**Question 90:**

4.1.1 Category 1 Server and Storage Infrastructure Mandatory Evaluation Criteria

MO1 The respondent must have manufactured, marketed, supplied, tested, implemented and maintained at least two of the infrastructures listed below as defined in Annex C – Definition of Terms.....

With the removal of the OEM certifications in appendix no.3, would Shared Services Canada consider replacing M01 with the following:

'The respondent must have manufactured, marketed, supplied, tested, implemented and maintained at least one of the infrastructures listed below (b) Standalone Servers or (c) Storage and is incorporated within (a) Converged Infrastructure as defined in Annex C – Definition of Terms.....'

**Answer 90:**

Please refer to Amendment 007 Modification 013.

**Question 99:**

p25, Annex B, Sect 4 Procurement Strategy.

This states: "General and specific purpose virtual server, on infrastructure managed by supplier on SSC premises or supplier premises, meeting the following requirements"

Question: SSC: Does this statement indicate the deployed solution can be managed on SSC and/or Suppliers premises offsite from the Data Centres?

**Answer 99:**

Please refer to Question 2 Amendment 002.

See Modification 020.

**Question 104:**

Page 23, Annex B DCSSI Strategy 4. Procurement Strategy.

For Category 2, Virtual Servers, will the resulting Supply Arrangements be awarded to a single Respondent or multiple Respondents?

**Answer 104:**

Canada currently intends to award the resulting supply arrangement to multiple Respondents.

**Question 105:**

Page 25, Annex B DCSSI Strategy 4. Procurement Strategy

In the Category Summary Description table, the Category 2 Virtual Servers definition states "General and specific purpose virtual server, on infrastructure managed by supplier on SSC premises or supplier premises, meeting the following requirements". This indicates that this requirement will allow for solution to be managed on supplier premises as well as SSC premises.

Please confirm that this is in fact correct

**Answer 105:**

No, this is not correct. Please refer to Question 99, Modification 020.

**Question 108:**

Page 40, Attachment, 4.1.2 Category 2, MO2.

In our experience 5,000 Virtual Servers is not realistic for organizations of 5,000 to 10,000 employees considering the optimization, rationalization and current technology capabilities that will happen during implementation. Typically, for 10,000 users using office automation and mission applications, 500 to 700 Virtual Servers are needed. As another example, an organization of 60,000 employees has 4,000 Virtual Servers. The 5,000 Virtual Server requirement may be typical of SSC's partners 'as-is' state. Using best practices in migration to the 'to-be' environment should result in reduced server counts, similar to the examples given.

Accordingly we are requesting that SSC review and then reduce the 5,000+ Virtual Server count to a more realistic value.

**Answer 108:**

Please refer to Question 70.

**Question 112:**

Page 5 of 48 Section 1.3.2

SSC's intention, as described in section 1.3.2, to give special attention to Converged Infrastructure and Virtual Servers.

Question - Will SSC separate Converged Infrastructure from the Preconfigured Server and Storage devices? This will allow for the inclusion of technologies and solutions that focus primarily on this category rather than organizations that are trying to modify their existing offerings to compete in this area

**Answer 112:**

Please refer to Amendment 007 Modification 013.

**Question 113:**

Page 5 of 48 Section

1.3.2 SSC's intention, as described in section 1.3.2, is to give special attention to Converged Infrastructure and Virtual Servers

Question - Will SSC separate Converged Infrastructure from the Preconfigured Server and Storage devices in Category 1.0, thus creating its own category? The requirement as stated will eliminate a significant number of the leaders for leadership and vision in this area of technology as defined by the



Gartner Magic Quadrant in this space. Leadership, Vision, and Innovation have been consistent themes in the SSC Architectural Framework Advisory Committee as key to success. It has never been, nor should it be SSCs position to be the early adopters of emerging technologies, however, eliminating the visionaries and leaders in your proclaimed area of special attention will leave you without the options of "best of breed" when your implementation timeline is reached

**Answer 113:**

Please refer to Amendment 007 Modification 013.

**Question 114:**

Page 5 of 48 Section 1.3.2

SSC has already responded with its intention to use the Preconfigured Server and Storage devices identified in the ITQ to fulfil requirements that may be non-data center specific.

Question: Will SSC separate Converged Infrastructure from the Preconfigured Server and Storage devices to allow for existing suppliers of existing server and storage technology to continue to provide SSC with competitive and innovative technology despite not being qualified to meet the Converged Infrastructure requirements as described. The diversity of suppliers enabled will create a more sustainable and competitive supply chain for the varied requirements of SSC

**Answer 114:**

Please refer to Amendment 007 Modification 013.

**Question 115:**

Page 7 of 48 Section - 1.5.2 b)

As stated, GC data in transit must not be saved, copied or stored between starting and ending points. The requirement as strictly interpreted eliminates third party acceleration, optimization or compression based solution, which have traditionally brought tremendous measureable ROI value to the Government of Canada and which are often used to make functional an otherwise non-productive application.

Question: Will Canada amend the requirement to read similar to the following "GC data in transit must not be saved, copied or stored between starting and ending points without sufficient security provisions in place"?

Question: Will Canada please define the starting and ending points for the transmission of data referenced in 1.5.2 b) Acceleration, optimization or compression based solutions, which have traditionally brought tremendous measureable ROI value to the Government of Canada with regards to the transmission of data may be implemented at various insertion points of a transmission. Compliance with the above referenced requirement will vary greatly based on the definitions requested.

**Answer 115:**

No, Canada will not amend Part 1, 1.5.2, Page 7 of 48 at this time. As indicated in the referenced section, the anticipated solicitation may include any or all of the requirements a) through d) listed in the paragraph. Detailed Requirements will be tabled and discussed during the review refine requirements.

**Question 119:**

Page 37 of 48 Section - Attachment 4.1.1 Category – Server and Storage Infrastructure, Mandatory Experience M01 –

Question: Can SSC please confirm that a Respondent that is not an OEM manufacturer can bid in Category 1 - on the manufacturer's behalf?

**Answer 119:**

No, a respondent that is not an OEM Manufacturer cannot bid on the manufacturers behalf in category 1. Please refer to Canada's response to Question 19 in Amendment 006.

**Question 120:**

Page 42 of 48 Section - Attachment 4.1.3 – Category 3: Cloud Management Platform Mandatory Evaluations Criteria

**Mandatory Experience Requirement M01**

The Respondent and/or its Core Team Member(s) must demonstrate 10 Customer deployments of functioning Cloud Management Platforms as defined in Annex C – Definition of Terms, in the past 3 years prior to the closing date of this ITQ based on Category 1 defined infrastructure as described in this ITQ.

**Mandatory Experience Requirement M04**

The Respondent and/or its Core Team Member(s) must have continuously provided onsite support, including maintenance and break fix, operating 24 hours per day, 7 days per week, 365 days per year with a 4 hour or better response time, dedicated bilingual toll-free support, over the past 2 years. This support must have been provided to at least one organization with a minimum of 5,000 employees with a nationwide presence in at least 4 of the 6 main geographical regions across Canada as defined in

**Annex C – Definition of Terms.**

The requirements of M04 are describing hardware support. Specifically “onsite support including maintenance and break fix”. As category 3 is to provide a Software Cloud Management Platform that potentially runs on Category 1 Hardware, therefore onsite and break-fix support should be addressed in Category 1.

(a) Question - Will Shared Services consider amending M04 so on-site and break-fix support is addressed in Category 1?

(b) Question - Software support is generally provided by Telephone and or Web based support. Most Software manufacturers cannot guarantee bilingual telephone support. Will Shared Services consider amending M04 to align with Software based maintenance and support and change bilingual to a non-mandatory requirement?

**Answer 120:**

Please Refer to Amendment 005 Modification 009 for both a) and b).

**Question 122:**

Page 15 of 48 Section - 4.3 b) The Contractor must maintain a valid Document Safeguarding Capability (DSC) at the SECRET level issued by Public Works and Government Services Canada – Industrial Security Program.

Does this apply to all categories or can category 1 be excluded?

**Answer 122:**

Please see the response to Question 31.

**Question 125:**

1.3.3 Converged Infrastructure is the name generally used to describe a pre-engineered set of servers, storage, networking and security systems that are integrated into shared pools of interoperable resources and managed through a common management and orchestration platform. While CIs can be deployed as bare-metal servers, in most cases the physical components are virtualized using hypervisor technologies.

Question: Many of the visionaries of Converged Infrastructure or as the industry and analysts (Gartner/IDC/Forrester/Taneja-) may reflect on as Integrated Systems/Hyper-Converged/Web-scale, do not necessarily need or focus on the convergence of all technologies i.e. networking. This enables GoC to leverage existing investments in Networking infrastructure, and at the same time can help reduce TCO and Data Centre footprint (by up to 78% overall). In light of the direction the industry is going, and in keeping with the theme of flexibility and simplicity, can the term "Converged Infrastructure" be more accurately defined "to be able to integrate with existing or separate networking infrastructure?"

**Answer 125:**

See Modification 021.

**Question 126:**

1.3.5 The results of using either Converged Infrastructure or Virtual Servers are a highly automated, cost-efficient infrastructure with the ability to respond quickly to changing business requirements without the need to physically reorganize infrastructure that is already deployed, or acquire new infrastructure. The Converged Infrastructure or Virtual Servers are sized and deployed based on templates that allow for implementation and growth with a predefined approach. This removes the planning and configuration burdens of traditional deployments and the heavy reliance on human interaction during the provisioning phase. Their respective simplified architectures accelerate deployment of new capacity, provides greater flexibility of services and increased efficiency of deployed capacity, while lowering operational risks.

Question: as noted by the GoC/SSC, Converged Infrastructure delivers a cost-efficient infrastructure. As part of these cost-efficiencies is the GoC/SSC also taking into consideration "Green Initiatives" in which Converged/Hyper-Converged/Web-scale Infrastructures can deliver significant power, cooling and space savings?

**Answer 126:**

Yes, green initiatives, including power and cooling requirements will be tabled and discussed in the review and refine requirements phase of the SSI procurement.

**Question 127:**

1.3.8 Category: 1 Name: Server and Storage Infrastructure

Description: General and specific purpose converged infrastructure based on X86 or RISC architecture for the purposes of running Windows and Linux or Unix operating systems.

Standalone servers and physical and virtual storage product solutions to support online and offline storage requirements.

Question: As outlined in 1.3.2 "SSC will give special attention to the use of Converged Infrastructure and Virtual Servers." This will truly require GoC/SSC to create an independent category for Converged Infrastructure as the industry and analyst communities (Gartner/IDC/Foresster/Taneja) have done. In regards to this DCSSI ITQ does SSC require the solution/offering for Category 1 to meet the needs for both "Server and Storage Infrastructure (SSI)" and "Storage"?

**Answer 127:**

Please refer to Amendment 007 Modification 013.

**Question 128:**

Attachment 4.1.1 – Category 1- Server and Storage Infrastructure

Mandatory Evaluation Criteria

### Mandatory Experience Requirement M01

The Respondent must have manufactured, marketed, supplied, tested, implemented and maintained at least two of the infrastructures listed below as defined in Annex C – Definition of Terms. The Respondent must demonstrate that this experience occurred prior to the posting date of this ITQ, for 5 Customers, each with 5,000+ employees and two or more data centres consuming a minimum of 100 KVA to operate the following specified infrastructure:

- (a) Converged Infrastructure
- (b) Standalone Servers
- (c) Storage

Of these 5 Customers, at least 3 must be located in Canada, and 3 must be from the public sector.

Question: As outlined in 1.3.2 "SSC will give special attention to the use of Converged Infrastructure and Virtual Servers." The aforementioned M01 outlines that the respondent must have manufactured, marketed, supplied, tested, implemented and maintained at least two of the infrastructures listed below;

- (a) Converged Infrastructure
- (b) Standalone Servers
- (c) Storage

This extremely limits the GoC/SSC to only those vendors who are/offer what the industry deems legacy or traditional infrastructure. The GoC/SSC should allow respondents that meet the requirements for a single infrastructure. If the GoC/SSC does not make these changes then they will actually be eliminating some of the visionaries (as identified by Gartner) of Converged Infrastructure/Integrated Systems.

Regarding "Mandatory Experience Requirement M01", is the GoC/SSC going to alter the requirement so that the respondents need to only have one of the following; Converged Infrastructure, Standalone Servers, Storage?

**Answer 128:**

Please refer to Amendment 007 Modification 013.

**Modification 016: (Q38)**

**On page 37 of 48 of the ITQ, Attachment 4.1.1 – Category 1- Server and Storage Infrastructure Mandatory Evaluation Criteria, Mandatory Experience Requirement M05:**

**Delete in its entirety.**

**Insert:** The Respondent must have supplied server and/or storage infrastructure as part of a Converged Infrastructure and/or Reference Architecture on which the following software was installed and configured by the Respondent for at least 3 customers:

- a) Operating Systems: 1) Windows and Linux and/or 2) Unix;
- b) Hypervisors: such as VMware and Hyper-V;
- c) Other software, such as systems management tools, database management software, and/or development frameworks (Java, .net, etc.)

Of these 3 Customers, at least 2 must be located in Canada and be public sector, and all must have 5,000+ employees.

**Modification 017: (Q69)**

**On page 40 of 48 of the ITQ, Attachment 4.1.2 – Category 2: Virtual Servers Mandatory Evaluations Criteria, Mandatory Experience Requirement M01:**

**Delete in its entirety.**

**Insert:** The Respondent must demonstrate its and /or its Core Team Member's experience by providing examples of projects where it is currently hosting 12,500 concurrent active Virtual Servers, as defined in Annex C – Definition of Terms.

**Modification 018: (Q70)**

**On page 40 of 48 of the ITQ, Attachment 4.1.2 – Category 2: Virtual Servers Mandatory Evaluations Criteria, Mandatory Experience Requirement M02:**

**Delete in its entirety.**

**Insert:** The Respondent must demonstrate how it and/or its Core Team members build, deploy and operate 2500+ Virtual Servers for each of 3 individual customers. The Respondent must describe in sufficient detail the extent of its or its Core Team Member's overall corporate experience in the supply and servicing of these servers, including maintenance and break/fix, operating 24 hours per day, 7 days per week, 365 days per year with a 4 hour or better response time, within the past 3 years.

**Modification 019: (Q71)**

**On page 40 of 48 of the ITQ, Attachment 4.1.2 – Category 2: Virtual Servers Mandatory Evaluations Criteria, Mandatory Experience Requirement M03:**

**Delete in its entirety.**

**Insert:** The Respondent must demonstrate its and/or its Core Team Member's experience as a primary Contractor with a public sector customer within the past 3 years for one of the customers referenced in M02 for the supply of 75+ of their Virtual Servers using capacity on demand

**Modification 020: (Q99)**

**On page 25 of 48 of the ITQ, Annex B – DCSSI Strategy, Section 4 Procurement Strategy table, Category 2, Virtual Servers, first paragraph:**

**Delete:** General and specific purpose virtual server, on infrastructure managed by supplier on SSC premises or supplier premises, meeting the following requirements:

**Insert:** General and specific purpose virtual server, on infrastructure managed by supplier on SSC premises, meeting the following requirements

**Modification 021: (Q125)**

**On page 31 of 48 of the ITQ, Annex C – Definition of Terms, Converged Infrastructure, second paragraph, second bullet:**

**Delete:** The Converged Infrastructure must be fully operational and fully integrated, containing all major components, management software, and optional accessories when shipped. These include but are not limited to:

- system enclosure and/or rack cabinet (where appropriate);
- computing systems;
- network/storage fabric switches;
- disk array controllers;
- disk drives;
- shelving units, power supplies and cooling systems necessary for the system; and
- any required service / systems management software or function required to integrate with an overall Enterprise service / systems management system

**Insert:** The Converged Infrastructure must be fully operational and fully integrated, containing all major components, management software, and optional accessories when shipped. These may include, but are not limited to:

- system enclosure(s) and/or rack cabinet(s) (where appropriate);
- computing systems;
- network/storage fabric switches;
- disk array controllers;
- disk drives;
- shelving units, power supplies and cooling systems necessary for the system; and
- all required service / systems management software or function required to integrate with an overall Enterprise service / systems management system.