

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

Solinda Phan
Specialiste d'approvisionnement |
Supply Specialist
Services partagés Canada | Shared
Services Canada

Email Address | Courriel:
ConsultationSPC.SSCConsultation@
ssc-spc.gc.ca

**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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Title - Sujet Data Centre Server and Storage Infrastructure Infrastructure de serveur et de stockage pour les centres de données	
Solicitation No. – N° de l'invitation 10040747/A	Amendment No. - N° modif. 012
Client Reference No. – N° référence du client : 14-20384-0	Date 31 October 2014
Solicitation Closes – L'invitation prend fin on – le November 12, 2014 at – à 11 :59 PM	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Solinda Phan	Buyer Id – Id de l'acheteur CAC
Telephone No. – N° de téléphone : 613-302-6895	
Email - Courriel ConsultationSPC.SSCConsultation@ssc-spc.gc.ca	
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Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein / Voir aux présentes	

THIS SOLICITATION AMENDMENT IS ISSUED TO:

Publish Canada's Responses to Respondents' questions, to modify the ITQ, and issue a notice regarding question period 2.

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.

NOTICE:

In accordance with ITQ article 2.3.2 – Enquiries and Comments, Period 1 – Initial Question Period closed on October 21, 2014.

Canada hereby confirms that responses to questions as submitted during this Period 1, Questions 1 through 135 inclusively have now been posted on Buy and Sell and are available in Amendments 001 to 012. Therefore, suppliers are hereby notified that in accordance with modification 025 hereunder, Period 2 Final Question Period will conclude on November 3, 2014 at 11:59 p.m.

Suppliers are reminded that as per article 2.3.2 - Enquiries, Question Period 2 is for “raising issue(s) only to Canada’s initial responses”.

In light that amendment 004 included an extension, no further extension to the solicitation closing date is granted at this time. The closing date therefore remains November 12, 2014 at 11:59 p.m.

Question 28:

Attachment 4.1 Category 2 - Virtual Servers

M02 states "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."

M03 states "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."

We request that M2 be amended to state “within the past three years” to match M03.

Answer 28:

Please refer to Amendment 009, Modification 018.

Question 29:

Attachment 4.1 Category 3 – Cloud Management Platform

M03 states “The Respondent must demonstrate that it and/or its Core Team Member(s) possess experience as a primary Contractor with a public sector Customer within the past 3 years for the supply of their Cloud Management Platform for one of the Customers referenced in M02.”

M4 states "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."

We request that M4 be amended to state "within the past three years" to match M3.

Answer 29:

Please refer to Amendment 005, Modification 009.

Question 63:

Given that Canada has created a process to allow for a Respondent to use a predecessor's experiences and that Canada acknowledges the changes in the industry.

Question: Would Canada deem a Respondent compliant to the security requirements in order to be able to qualified for the next phase as long as the Respondent demonstrate a commitment and is in the process of obtaining the level of security clearances? This could be validated in the form of a letter by the Chief Security Officer of the Respondent and submission documents to the ISP program. With the understanding that no contract could be awarded until such time as the security requirements are completed.

Answer 63:

See Canada's response in Amendment 008, question 31.

Question 64:

Page 11 of 48, section 3.1.1 (a) (iv) requires proof of registry with the Industrial Security Program. Page 15 of 48, section 4.3 a) states that the security clearance requirements "should be met by ITQ closing date, but may be completed during subsequent bid solicitation phase."

Question: Due to a government backlog identified in all government correspondence in processing registration for the Industrial Security Program (in excess of six months), would the crown accept proof of submission to the Industrial Security Program as equivalent to registration?

Answer 64:

See Canada's response in Amendment 008, question 31.

Question 65:

Page 11 of 48, section 3.1.4 (a), Submission of Only One Response from a Responding Group.

- a) Question: Would Canada please verify that in order for a proposal to be considered having been submitted by a Responding Group, that each member of the group must have been legally bound to the other members of the group.
- b) Question: Would Canada please clearly define the difference between a Responding Group and a Core Team?

Answer 65:

See Modification 026.

Question 66:

Page 31 of 48, Definitions, Core Team Member.

Question: Would Canada please verify that the act of acting as a supplier of hardware in a response does not imply membership in the response as a Core Team Member? Example company XYZ manufactures hardware. Core team 1 designs a solution where hardware from Company XYZ is part of the solution. Core team 2 also uses hardware from Company XYZ in their solution. Is this permissible, or is it the intent of Canada that in this scenario Company XYZ would be considered as part of a Core Team and as such can only be part of one response?

Answer 66:

See Modification 026.

Question 74:

Mandatory Experience Requirement M05

The Respondent and/or its Core Team Member(s) must have successfully installed, connected, and tested the Cloud Management Platform to the customer network(s) for a minimum of 3 Customers with 5,000+ employees with two or more customer data centres consuming a minimum of 100KVA daily for each data centre and the Cloud Management Platform must still be in use by the customer as of the posting date of this ITQ.

Question: Will SSC modify this requirement to a minimum of 3 Customers with 3,500+ employees with two or more customer data centres consuming a minimum of 75KVA daily for each data centre?

Answer 74:

See Modifications 027 and 028.

Question 75:

With respect to Category 1 , Mandatory Experience Requirement MO1 , based on the fact that the OEM certifications have been removed in amendment 3 , modification 5 , please confirm that the term "manufactured "will be replaced with "developed".

Answer 75:

No, please refer to Modification 013.

Question 76:

With respect to Category 1 , Mandatory Experience Requirement MO2 , please identify the number of unique customers required to fulfill this requirement .

Answer 76:

Please refer to Question 37, Modification 014.

Question 92:

Reference: 3.1.4 Submission of Only One Response from a Responding Group
Item d) states "A member of a Responding group is not permitted to be a Core Team Member to another Responding Group within the same Category. However, a member of a Responding group will be permitted as a Core Team Member to another Responding Group in a separate Category."

The terms "Responding Group" and ""Responding group" appear to have two different definitions. There is also a lack of clarity in where a Core Team member can be involved.

Would the Crown please provide examples to elaborate the section 3.1.4?

Answer 92:

Agreed, there is only one term, and it is Responding Group. Please see modification 026 below. An additional modification limits the participation of Core Team Members to 1 response only, although there are no limitations regarding subcontractors.

Please see Canada's response to question 53 regarding Responding Group.

Question 94:

p41, Sect4.12, re: Cat2-M03, Virtual Servers Mandatory Evaluation Criteria Checklist.

There is confusion around Line#2 in this Form with the label: 'Customer Name' where there will be multiple 'Customers' as indicated Cat2-M01.

Question(s):

(a) Will SSC clarify whether our 'Client's names' must be submitted as this will require Disclosure Agreements from our clients for this ITQ?

(b) Will SSC clarify whether the request is for (3) separate Virtual Servers Man Evaluation Criteria Checklists, one for each of the (3) Clients demonstrated?

Answer 94:

(a) Please refer to Canada's response to Question 12.

(b) Yes, a separate checklist may be used for each of the clients demonstrated.

Question 95:

p(s) 20-22 re: Annex A - Procurement Process

Question: Will SSC reveal the associated Timelines for each of the (4) Phases?

Answer 95:

It is Canada's intent to have vehicles in place by the end of the fiscal year.

Question 96:

p(s) 26-27 re: Annex B Cat4 Procurement Strategy.

Question: Will SSC award this to a single Respondent or multiple Respondents?

Answer 96:

It is Canada's intent to award to multiple Respondents in this Category. Please refer to Canada's response to Question 32.

Question 98:

p15 Annex A, Sect 4.3 b) re: Security Clearance Requirement.

It is unclear whether the Response Lead and Core Team members must all meet this Security Requirement for the ITQ and RRR phases.

Question: Will SSC clarify whether the Response Lead and Core Team members must all meet this Security Requirement for the ITQ and RRR phases?

Answer 98:

Please see Canada's response to Question 31 in Amendment 008.

Question 103:

Page 20, Annex A Procurement Process.

Would SSC provide an estimated timeline for each of the phases including when Supply Arrangements will be awarded?

Answer 103:

Please refer to Canada's response to Question 95.

Question 109:

Page 4 of 48 Section 1.1.2

Question - Is it possible that the requirements as described in the ITQ stage will change substantially during the RRR process?

Answer 109:

The ITQ only describes the high-level scope of the categories. The RRR will serve to further detail the actual requirements. The requirements will therefore not substantially change but rather will be refined.

Question 110:

Page 4 of 48 Section 1.1.6

Question - Has Shared Services Canada determined for each category what they would consider a sufficient number of qualified respondents?

Answer 110:

SSC is seeking to have sufficient vendors in each category to ensure that there is appropriate competition at the final solicitation phase.

Question 111:

Page 4 of 48 Section 1.1.8

One of the most consistent criticisms of some of the existing IT procurement vehicles has been their inflexibility with regards to the on-boarding of new and innovative technologies and companies. The gate described in 1.1.8 which closes access to an individual category "Respondents who do not successfully qualify at the ITQ Phase for a Category will not be able to participate in subsequent procurement phases for that Category." is recreating a scenario that has been previously corrected on some of the existing IT procurement vehicles.

No one can adequately predict which technologies or which companies may be best situated to deliver the most beneficial solutions in the future.

Having a single selection point has proven in the past to eliminate the ability to procure new and innovative technology. Some of the more mature procurement vehicles currently in place have periodic on boarding mechanisms that allow for the inclusion of new suppliers and new technologies throughout the period of the procurement vehicle.

The proposed Category 1.0 compounds this issue because even though the Overview of the Requirement in 1.3 describes the provisioning of Pre-configured Server and Storage devices separately

from the Converged Infrastructure, the two categories of technology however, are consolidated for the purposes of qualification which further exacerbates the problem

(a) Question - Will SSC amend the language to allow for the opportunity to add new solutions and more importantly new organizations to each category of the DCSSI requirements as time goes on?

(b) Question - Will SSC separate Converged Infrastructure from the Preconfigured Server and Storage devices alleviate some of the issue described above.

Answer 111:

- a) It is important to SSC to have procurement vehicles which remain relevant and allow for innovation over time. SSC will further discuss the structure of the procurement vehicles with vendors during the RRR process but at a high-level, anticipates that there could be three scenarios for which processes will be detailed in the final solicitations:
 - a. A new product offering from vendors who hold a contract/arrangement and within the scope of the existing categories
 - i. The process will be tabled and discussed during RRR
 - b. A refresh of vendors who hold contracts/arrangements within the scope of the existing categories
 - i. The process will be tabled and discussed during RRR prior to the final solicitation and will most likely include the vendors needing to qualify on the same criteria as established for the ITQ and the Final Solicitation for that category
 - c. A new product offering outside of the scope of the existing categories
 - i. The process will be tabled and discussed during RRR prior to the final solicitation and will include the development of relevant evaluation criteria for that category
- b) Please refer to Amendment 007 Modification 013, the requirement for servers or storage to be part of a converged infrastructure remains unchanged.

Question 131:

If a company can offer future technology offerings that can qualify for the ITQ categories, what will be the formal methodology to adapt to the innovation and technology growth in the future? Often innovative technologies do not meet the minimum requirements outlined in the ITQ, so what plan does SSC have to incorporate these as we understand the procurement methodology is to develop a long-term procurement strategy for SSC. How will these solutions be evaluated as per the minimum experience requirements outlined in the ITQ?

Answer 131:

Please see Canada's response to Question 111.

Question 135:

Due to the recent introduction (specifically for this infrastructure solution) from *Company X* will North American references be sufficient for your validation purposes. As a global manufacturer and leader, *Company X* have different adoption rates for new technologies at different times around the globe. Strong North American references however can be provided as requested.

Answer 135:

Canada's requirement will remain unchanged. North American references may not sufficiently demonstrate the ability of respondents to provide the services referenced in Annex B within Canada.

Modification 025

On page 9 of 48 of the ITQ, Section 2.3 Enquiries and Comments, Table 3: Periods for Submitting Questions, Period 2 – Final Question Period:

Delete: The Final question period raising issue(s) only to Canada's initial response(s), will conclude 14:00 EDT on the third calendar day after the response(s) to the questions submitted during Period 1, the Initial Question Period, are posted on buyandsell.gc.ca.

Insert: The Final question period raising issue(s) only to Canada's initial response(s) will conclude November 3, 2014 at 11:59PM.

Modification 026

On page 11 of 48 of the ITQ, Section 3.1.4 Submission of Only One Response from a Responding Group:

Delete in its entirety.

Insert: 3.1.4. Submission of Only One Response from a Responding Group

- 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. If members of a Responding Group participate in more than one response, Canada will provide the members of the Responding Group with 2 working days to identify one response to be considered in this ITQ. Failure to meet this deadline will result in all responses being declared non-compliant and disqualified.
- b) For the purposes of this article, "**Responding 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 ITQ if:
 - i) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - ii) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
 - iii) the entities have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - iv) 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.
- c) A response provided by a Responding Group can contain Core Team Members. A Responding Group's Core Team Member(s) will not be permitted as Core Team Member(s) on multiple responses.
- d) A member of a Responding Group is not permitted to be a Core Team Member on any other response within the same Category. However, a member of a Responding Group (i.e. Respondent) will be permitted as a Core Team Member in a separate Category.
- e) It will be at the discretion, of the ITQ Response Lead, to determine which RRR phase activities their Core Team Members will participate in.
- f) Core Team Members that are identified in a response and used by a Respondent or a Responding Group to meet the ITQ criteria must be included in the Respondent's (or the Responding Group's) bid to any resulting Request for Proposal, Request for Standing Offer, or Request for Supply Arrangement.

Modification 027

On page 42 of 48 of the ITQ, Attachment 4.1.3 – Category 3: Cloud Management Platform Mandatory Evaluation Criteria, Mandatory Experience Requirement M01:

Delete in its entirety.

Insert: The Respondent and/or its Core Team Member(s) must demonstrate 5 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. At least two of these references must have 2500+ employees and a minimum of two data centres, and the cloud management platform must still be in use by two referenced customers at the closing date of this ITQ.

Modification 028

On page 42 of 48 of the ITQ, Attachment 4.1.3 – Category 3: Cloud Management Platform Mandatory Evaluation Criteria, Mandatory Experience Requirement M05:

Delete in its entirety.