



## SHARED SERVICES CANADA

### Request for Information for the Procurement Process for the Government of Canada (GC) Wi-Fi Services

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Closing Date and Time	February 26, 2016 at 2:00pm		
Time Zone	Eastern Standard Time (EST)		
Destination of Goods/Services	Not applicable – Request for Information Only		
Email Address for Submitting your Response by the Closing Date	<a href="mailto:Ryan.Orr@canada.ca">Ryan.Orr@canada.ca</a>		

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## Request for Information for the Procurement Process for the Government of Canada (GC) Wi-Fi Services

### 1. General Information

#### 1.1 Introduction

- a) **Phase 1 of Procurement Process:** This Request for Information (RFI) is the first phase of a procurement process by Shared Services Canada (SSC) for GC Wi-Fi Services (the “Project”). Suppliers are invited to submit responses to assist Canada in refining its requirements for the Project. Suppliers are not required to submit a response to this RFI in order to participate in any later phases of the procurement process for the Project.
- b) **RFI Phase is not a Bid Solicitation:** This RFI is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities undertaken during this RFI. Canada reserves the right to cancel any of the preliminary requirements described as part of the Project at any time during the RFI or any other phase of the procurement process. Given that the RFI process and any related procurement activity may be partially or completely cancelled by Canada, it may not result in any subsequent procurement processes.
- c) **Response Costs:** SSC will not reimburse any supplier or any of its representatives for any overhead or expenses incurred in participating in or responding to any part of the RFI phase. Suppliers are also responsible for carrying out their own independent research, due diligence and investigations (including seeking independent advice) that they consider necessary or advisable in connection with their participation in the RFI process and any future procurement process.

#### 1.2 Overview of the Project

- a) **Overview of Project:**

Shared Service Canada (SSC) currently plans to enable remote work, networking and teamwork in a wireless environment. These plans form part of the SSC 2015-16 Integrated Business Plan (IBP) supporting Blueprint 2020 (BP2020).

SSC is in the process of enabling a secure Wi-Fi service within office buildings across the country. Currently, there are approximately 21,000 public service employees who have access to a Wi-Fi environment. The goal is to enable 40% of public service employees by March 2017 and 80% of public service employees by March 2020.

Over the past couple of years, SSC has been managing various partner deployment solutions to connect employees to a Wi-Fi environment within their respective departmental networks. The current deployments provide GC users with an experience similar to what they currently have in their office environment where they seamlessly connect to their departmental network. In addition, if a GC user is a student visitor to a GC school, this project is intended to give that user the ability to connect to the Internet as a sponsored guest of the school.

i) **Objective for the Project**

Since the existing SSC deployments are partner-specific, they do not facilitate easy roaming for GC users across any GC location. SSC intends to establish a new, fully managed service that will address the following key requirements:

- Permit all GC users to connect to any GC Wi-Fi service regardless of GC location, and
- Provide Wi-Fi-enabled Executive Boardrooms accessible to all GC users.

Users would be able to connect to their own departmental network leveraging any GC Wi-Fi access. This would be similar to a “working traveler’s hotel experience” whereby users log on to a welcome page outlining the Internet Usage Policy prior to being able to access their departmental network.

ii) **Purpose of this Request for Information**

SSC is issuing this RFI with the intention of following it with a Request for Proposal (RFP) for a fully managed commercial Wi-Fi service. The successful supplier would then rapidly deploy Wi-Fi in government buildings across Canada, from coast-to-coast-to-coast. The Wireless Access Points (WAPs) in these government buildings will then grant access to a small list of white-listed sites (typically GC Secure Remote Access (SRA) gates).

The current intention is that the successful supplier would own and manage the Wi-Fi service and the GC would pay a monthly subscription. The Wi-Fi traffic would be carried over the supplier’s owned and managed network and terminate on a network peering point with the GC either via the public Internet or a peering point between the supplier and the SSC-managed common network. End-users would sign on with their SRA desktop client, VPN tunnel into their host department, and from there gain access to their departmental network and the public Internet (via the departmental network).

b) **Scope of Anticipated Procurement:**

i) **Potential Client Users:** This RFI is being issued by SSC. It is intended that the contract resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients. SSC’s clients include SSC itself, those government institutions for which SSC’s services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for which SSC’s services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. Any subsequent procurement process will not preclude SSC from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.

ii) **Number of Contracts:** Canada is currently contemplating the award of one contract.

iii) **Term of any Resulting Contract:** Canada has not yet determined the contract period of whether it will include option years.

c) **National Security Exception:** Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this requirement.

d) **Preference for Canadian Goods and Services:** The requirement may be subject to a preference for Canadian goods and/or services. This will be set out in any subsequent solicitation.

- e) **Comprehensive Land Claims Agreements:** This requirement is for delivery all across Canada. A small portion of this requirement may be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).

### 1.3 Volumetric or Historical Data

Data about the population of the federal public service can be found on the following public service website: <http://www.tbs-sct.gc.ca/psm-fpfm/modernizing-modernisation/stats/ssen-ane-eng.asp>. Not every public servant has a device that would use the proposed Wi-Fi service. Therefore, suppliers should not anticipate that every public servant will become a user of the service. As this is a service that has never before been deployed across Canada, Canada does not have any data about historical usage of a similar service and cannot make a commitment regarding its anticipated future usage of a fully managed commercial Wi-Fi service. The information regarding the population of the public service is provided purely for information purposes. Although it represents the best information currently available to SSC, SSC does not guarantee that the population data is complete or free from error.

### 1.4 Submitting Questions

- a) Questions related to this RFI can be submitted to the Contracting Authority at his or her email address identified on the cover page. These questions should be submitted within the following question period. Questions received after this period may not be answered.

**Question Period:** Questions should be submitted no later than Friday, February 12, 2016 at 2:00 pm EST.

- b) Respondents should reference as accurately as possible the numbered item of the RFI to which the question relates. Care should be taken by Respondents to explain each question in sufficient detail in order to allow Canada to provide an accurate answer.
- c) To ensure the consistency and quality of information provided to suppliers, significant questions received and the answers will be posted on the Government Electronic Tendering Service (GETS) as an amendment to this RFI.

## 2. Information Requested by Canada

### 2.1 Questions for Industry

Canada requests responses to the following questions:

1. Does the respondent offer a mature commercial Wi-Fi service that would satisfy the GC's overall requirements as currently outlined?
2. Is the respondent currently developing a commercial Wi-Fi service that may satisfy the GC's overall requirements as currently outlined?
3. The respondent is invited to provide its Wi-Fi service description in any form (e.g. web site address, electronic documentation, paper documentation).
4. The respondent is invited to provide its service strategy for its Wi-Fi service with projected timelines identifying when Wi-Fi service releases may be available for commercial consumption.
5. The respondent is invited to provide references from Clients of their existing Wi-Fi service. The GC is particularly interested in Clients that are similar to the GC from the perspective of security and of national presence.

6. The respondent is invited to share any certifications of their Wi-Fi service such as any ISO 9000 series or security certifications.
7. The respondent is invited to provide its business plan for its Wi-Fi service with a focus on its target market and industries.
8. The respondent is invited to provide its publically available catalogue pricing, including both one-time and recurring.
9. Would the respondent be amenable to accepting and using Government-Furnished Equipment (GFE) such as the GC office building cable plant without impacting the respondent's accountability for the operation of the service?
10. The respondent is asked to identify the benefits, risks and issues associated with the ownership by the GC vs. the service provider of the components of a Wi-Fi service.
11. Given that SSC's potential scope for Wi-Fi is currently 3000 office locations nation-wide, the respondent is invited to address their capacity to rapidly deploy in the 13 provinces and territories, in the major metropolitan centres and in remote locations.
12. The respondent is invited to describe how it might provide benefits to Comprehensive Land Claim Agreements (CLCA) groups.
13. The respondent is invited to suggest what should be specified in an RFP for Wi-Fi services so that the GC would achieve best value.
14. The respondent is asked to identify the cost components of its Wi-Fi service.
15. The respondent is invited to describe how it would accomplish the provisioning of the required bandwidth as part of any 'fully managed service' that it might be requested to provide.
16. The respondent is invited to advise GC as to how to structure the cost component(s) of its Wi-Fi service.
17. The respondent is invited to advise GC as to how to describe its Wi-Fi requirements with the objective of "future-proofing" the resulting Wi-Fi contract.
18. The respondent is invited to provide a pricing model that may assist SSC with procurement and deployment scenarios.
19. What contract period and option years would the respondent recommend to GC and why?

### 3. Supplier Responses

#### 3.1 Submitting a Response

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should submit it by email to the Contracting Authority at the email address for submitting a response identified on the cover page by the closing date and time identified on the cover page of this document.
- b) **Responsibility for Timely Delivery:** Each supplier is solely responsible for ensuring its response is delivered on time to the correct email address.
- c) **Identification of Response:** Each supplier should ensure that its name and address, the solicitation number, and the closing date are included in the response in a prominent location. The supplier should also identify a representative whom Canada may contact about

the response, including the person's name, title, address, telephone number and email address.

### **3.2 Confidentiality**

If a supplier considers any portion of its response to be proprietary or confidential, the supplier should clearly mark those portions of the response as proprietary or confidential. Canada will treat the responses in accordance with the *Access to Information Act* and any other laws that apply.

## **4. Canada's Review of Responses**

### **4.1 Review of Responses**

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify its procurement strategy. Canada will review all responses that have been received by the RFI closing date and time. Canada may, in its discretion, review responses received after the RFI closing date and time.

### **4.2 Review Team**

A review team composed of representatives of Canada will review and consider the responses. Canada may hire any independent consultant(s), or use any Government resource(s), to review any response. Not all members of the review team will necessarily participate in all aspects of the review process.

### **4.3 Follow-up Activity**

Canada may, in its discretion, contact any suppliers to follow up with additional questions or for clarification of any aspect of a response. Canada's follow-up may involve a request for a further written response or for a meeting with representatives of Canada.