

**ENTERPRISE MONITORING SOLUTION
INVITATION TO QUALIFY (WCS-ITQ)**

AMENDMENT NO. 2

This ITQ amendment No. 2 is issued to;

- 1- Extend the ITQ Closing Date to February 29, 2016.
- 2- Revise ITQ Sections 1.4 'Overview of Requirement' and Sections 2.3 'Enquiries and comments during the ITQ Period.
- 3- Publish Canada's responses to Industry questions received during Period 1.

1. The ITQ closing date is hereby extended to February 29, 2016 at 2:00pm Daylight Savings Time (DST).

2. At Part 1 of the ITQ 'General Information', REVISE as follows;

DELETE: the previous Section 1.4. '**Overview of Requirement**' in its entirety

INSERT: the following in its place;

1.4 Overview of the Requirement

This ITQ is being issued by SSC. It is intended that a single contract resulting from any subsequent bid solicitation will be awarded by SSC to provide an Enterprise Monitoring Solution 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. The vendor will provide a monitoring solution that SSC **will host and manage itself** within its SSC data centre(s). This solicitation process does not preclude SSC from using another method of supply for these or other entities of the Government of Canada with the same or similar needs. The diagram shown in Figure 1 illustrates the high-level architecture of how SSC envisions the service will be delivered.

3. At Part 2 of the ITQ 'Respondent Instructions', REVISE as follows;

DELETE: the previous Section 2.3.1 in its entirety; and

INSERT: the following its place;

2.3.1 There will only be a single question period. All enquiries regarding the ITQ must be submitted in writing to the Contracting Authority within the period identified below. Enquiries received after this period may not be answered.

Period 1: Enquiries should be submitted **no later than** February 19, 2016 2:00 PM DST.

4. At Annex B of the ITQ 'ITQ Reference Project Forms' please REVISE as follows;

DELETE: the previous version in its entirety

INSERT: the new version attached hereto this amendment.

ANNEX B: ITQ REFERENCE PROJECT FORMS

Considering that the Enterprise Monitoring Solution will be critical to Canada's operation in supporting the internal operations of the Government of Canada, SSC has defined minimum past experience criteria for Respondents to qualify.

The Respondent's ITQ mandatory criteria are detailed in this Annex B, ITQ Reference Project Forms, Annexes B.1 to B.5 inclusive.

The following definitions apply to the ITQ Reference Project Forms only:

Service	ITQ Definition
99.9% service availability per month	A maximum of 3.60 hours per month during which a service was not available to a customer, excluding approved maintenance windows.
Customer Site	A unique civic address location where the service is provided to a customer other than the Respondent.
Enterprise Monitoring Solution	A technology suite that is capable of alerting and recording changes detected on servers, applications, and network equipment. The technology suite will provide Performance, Availability and Event Management capabilities
End Points	Servers and networking equipment.

Annex B.1: ITQ Reference Project Form	
Respondent	
Name	
Address	
Mandatory Experience Requirement #1	
Requirements Statements:	
Respondent must have developed, implemented and provided technical support for an Enterprise Monitoring solution in a customer site containing at least 5,000 end points that has a high availability capability that can meet 99.9% service availability.	
Reference Project for Mandatory Experience Requirement #1	
Entity under contract to Customer Organization to perform the reference project	
Project Name	
Project Duration (including start date, completion of implementation and end date, if applicable)	
General Project Description (e.g. work performed, experienced gained)	
Demonstrate, using specific detailed examples, how the project specified meets all of the requirement statements stipulated under the Mandatory Experience Requirement #1.	
Name of customer Organization	
Customer Organization Primary Contact Name	
Customer Organization Primary Contact Telephone	
Customer Organization Primary Contact Email	
Customer Organization Backup Contact Name	
Customer Organization Backup Contact Telephone	
Customer Organization Backup Contact Email	

Annex B.2: ITQ Reference Project Form	
Respondent	
Name	
Address	
Mandatory Experience Requirement #2	
Requirements Statements:	
Respondent must have developed, implemented and provided technical support for an Enterprise Monitoring solution in a customer site containing at least 5,000 end points that is capable of integrating with other Service Management tools.	
Reference Project for Mandatory Experience Requirement #2	
Customer Organization receiving services for the reference project	
If applicable, prime contractor for whom the Respondent performed the work (if no prime contractor is indicated, the Respondent is indicating that it performed the work directly for the Customer)	
Project Name	
Project Duration (including start date, completion of implementation and end date, if applicable)	
General Project Description (e.g. work performed, experienced gained)	
Demonstrate, using specific detailed examples, how the project specified meets all of the requirement statements stipulated under the Mandatory Experience Requirement #2. (if using multiple Customers to demonstrate this experience, indicate the number of users for each Customer)	
Customer Organization Primary Contact Name (if Respondent performed the work directly for the Customer)	
Customer Organization Primary Contact Telephone	
Customer Organization Primary Contact Email	
Customer Organization Backup Contact Name	
Customer Organization Backup Contact Telephone	
Customer Organization Backup Contact Email	
Prime Contractor Primary Contact Name (if Respondent performed the work as a subcontractor)	
Prime Contractor Primary Contact Telephone	
Prime Contractor Primary Contact Email	
Prime Contractor Backup Contact Name	
Prime Contractor Backup Contact Telephone	
Prime Contractor Backup Contact Email	

Annex B.3: ITQ Reference Project Form	
Respondent	
Name	
Address	
Mandatory Experience Requirement #3	
Requirements Statements:	
Respondent must have provided technical support in English for a period of at least 24 continuous months in the last 5 years where technical support met or exceeded the following:	
a) operated 7 days per week, b) 24 hours per day, c) 365 days per year (7X24X365)	
Reference Project for Mandatory Experience Requirement #3	
Customer Organization receiving services for the reference project	
If applicable, prime contractor for whom the Respondent performed the work (if no prime contractor is indicated, the Respondent is indicating that it performed the work directly for the Customer)	
Project Name	
Project Duration (including start date, completion of implementation and end date, if applicable)	
General Project Description (e.g. work performed, experienced gained)	
Demonstrate, using specific detailed examples, how the project specified meets all of the requirement statements stipulated under the Mandatory Experience Requirement #3. (if using multiple Customers to demonstrate this experience, indicate the number of users for each Customer)	
Name of customer Organization (if Respondent performed the work directly for the Customer)	
Customer Organization Primary Contact Name	
Customer Organization Primary Contact Telephone	
Customer Organization Primary Contact Email	
Customer Organization Backup Contact Name	
Customer Organization Backup Contact Telephone	
Customer Organization Backup Contact Email	
Prime Contractor Primary Contact Name (if Respondent performed the work as a subcontractor)	
Prime Contractor Primary Contact Telephone	
Prime Contractor Primary Contact Email	
Prime Contractor Backup Contact Name	
Prime Contractor Backup Contact Telephone	
Prime Contractor Backup Contact Email	

Annex B.4: ITQ Reference Project Form	
Respondent	
Name	
Address	
Mandatory Experience Requirement #4	
Requirements Statements:	
Respondent must have an Enterprise Monitoring Solution that has a user console that is capable of displaying performance and usage of the infrastructure and applications in near real-time, generate reports and dashboards. It must support 100 concurrent connections.	
Reference Project for Mandatory Experience Requirement #4	
Customer Organization receiving services for the reference project	
If applicable, prime contractor for whom the Respondent performed the work (if no prime contractor is indicated, the Respondent is indicating that it performed the work directly for the Customer)	
Project Name	
Project Duration (including start date, completion of implementation and end date, if applicable)	
General Project Description (e.g. work performed, experienced gained)	
Demonstrate, using specific detailed examples, how the project specified meets all of the requirement statements stipulated under the Mandatory Experience Requirement #4. (if using multiple Customers to demonstrate this experience, indicate the number of users for each Customer)	
Name of customer Organization (if Respondent performed the work directly for the Customer)	
Customer Organization Primary Contact Name	
Customer Organization Primary Contact Telephone	
Customer Organization Primary Contact Email	
Customer Organization Backup Contact Name	
Customer Organization Backup Contact Telephone	
Customer Organization Backup Contact Email	
Prime Contractor Primary Contact Name (if Respondent performed the work as a subcontractor)	
Prime Contractor Primary Contact Telephone	
Prime Contractor Primary Contact Email	
Prime Contractor Backup Contact Name	
Prime Contractor Backup Contact Telephone	
Prime Contractor Backup Contact Email	

Annex B.5: ITQ Reference Project Form	
Respondent	
Name	
Address	
Mandatory Experience Requirement #5	
Requirements Statements:	
Respondent must have developed, implemented and provided technical support for an Enterprise Monitoring solution in a customer site containing at least 5,000 end points that had a distributed management architecture including but not limited to the ability to function across different security zones and datacenters.	
Reference Project for Mandatory Experience Requirement #5	
Customer Organization receiving services for the reference project	
If applicable, prime contractor for whom the Respondent performed the work (if no prime contractor is indicated, the Respondent is indicating that it performed the work directly for the Customer)	
Project Name	
Project Duration (including start date, completion of implementation and end date, if applicable)	
General Project Description (e.g. work performed, experienced gained)	
Demonstrate, using specific detailed examples, how the project specified meets all of the requirement statements stipulated under the Mandatory Experience Requirement #5. (if using multiple Customers to demonstrate this experience, indicate the number of users for each Customer)	
Name of customer Organization (if Respondent performed the work directly for the Customer)	
Customer Organization Primary Contact Name	
Customer Organization Primary Contact Telephone	
Customer Organization Primary Contact Email	
Customer Organization Backup Contact Name	
Customer Organization Backup Contact Telephone	
Customer Organization Backup Contact Email	
Prime Contractor Primary Contact Name (if Respondent performed the work as a subcontractor)	
Prime Contractor Primary Contact Telephone	
Prime Contractor Primary Contact Email	
Prime Contractor Backup Contact Name	
Prime Contractor Backup Contact Telephone	
Prime Contractor Backup Contact Email	

5. Publish Canada's responses to Respondent questions received during the question period.

Question	Answer
<p>#Q6. ANNEX D: DRAFT OF SECURITY REQUIREMENT CHECK LIST (SRCL): The Annex is not legible. Can you provide a clean copy that we can review?</p>	<p>Canada provided a clean copy of the SRCL as an attachment to ITQ amendment 001</p>
<p>#Q7. Mandatory Experience Requirements 1 to 5 are requesting direct contact information (email and phone). Most of our customer relationships are bound by confidentiality agreements and we are unable to distribute contact information without making advance arrangements; therefore, only company will be provided. We are happy to meet these requirements by facilitating a conference call with our listed reference customers. Will this satisfy the requirement?</p>	<p>Canada confirms this is acceptable, provided that Canada is able to contact the reference customer to confirm the Respondents experience that is listed.</p>
<p>#Q8. The ITQ states that a "Respondent must have developed, implemented and operated an Enterprise Command Centre Monitoring Solution over a period of at least 24 continuous months in the last 5 years". Does the use of the word "operated" mean that the vendor is managing and using the Enterprise Command Centre Monitoring Solution for its customer either as a SaaS offering or as a managed service? If not, would SSC provide clarification on the meaning of "operated" and whether it includes the managing and use of the solution by the customer?</p>	<p>Canada has removed the requirement for 'operated'. Please refer to the revisions to Annex B provided in this ITQ amendment.</p>
<p>#Q9. Depending on the amount of time required for SSC to respond to enquiries, would SSC consider extending the closing date to provide Industry with sufficient time to complete the responses?</p>	<p>An extension has been provided in this ITQ amendment.</p>
<p>#Q10. We are respectfully requesting a 2 week extension to the closing date as we have not yet received a response from our original question dated January 27th, 2016.</p>	<p>An extension has been provided in this ITQ amendment.</p>
<p>#Q11. Questions 1: Please provide respondents with a date extension until Feb 29th. Also please extend the question period to Feb 18th.</p> <p>Justification: In order to secure the rights to use reference project names we need to follow a level of approval which is out of our hands.</p>	<p>An extension has been provided in this ITQ amendment.</p>
<p>#Q12. Section 2.2.3: Intends to submit a response to the ITQ for an Enterprise Monitoring Solution</p> <p>Please note: The request for date extension is critical for a bid to be submitted. We will be sending more questions by 2pm, which need to be addressed, as we were waiting for amendment 1 to come out, which has added some major changes.</p> <p>General: Please extend the date until Feb 29th, Questions Feb 18th, as the clarifications in Amendment 1 have made it such that we need to time to review</p>	<p>An extension has been provided in this ITQ amendment.</p>

strategy for submission and qualifications	
<p>#Q13. Question 2: Please provide respondents with a date extension until Feb 29th. Also please extend the question period to Feb 18th.</p> <p>Justification: Many of our partners have just been made aware of this ITQ via “word of mouth” – as it is on buy and sell however, it is listed under a GSIN for Computer Systems Security (R&D) which is not a well known GSIN for this type of project. Examples below from 3 other SSC ITQ’s of this scope show where multiple GSIN’s were references including N7030 ADP Software / and or / D302A Services Informatics Professional Services. Please also add these GSIN’s to the ITQ – without the date change SSC will receive less competition and qualified bids simply because of the location of where it was listed on buy and sell.</p> <p>GSIN</p> <ul style="list-style-type: none"> • AJ212528: Computer Systems Security (R&D) <p>See below as examples where previous ITQ’s have been listed</p> <p>Data Centre Server and Storage Infrastructure - Invitation to Qualify (ITQ) (10040747/A) [Tender Notice] https://buyandsell.gc.ca/procurement-data/tender-notice/PW-14-00655745</p> <p>2014-11-12 23:45 Eastern Standard Time (EST) GSIN description</p> <ul style="list-style-type: none"> • D301A: Computer and Data Processing Services • D301B: Data Centre Services • D301C: Computer Services, Not Elsewhere Specified • D302A: Informatics Professional Services • N7030: ADP Software • N7010: Automatic Data Processing Equipment, System Configuration • JX7010: Automatic Data Processing Equipment, System Configuration - Repair • JI7030: ADP Software - Installation <p>Information Technology Service Management (ITSM) Solution (15-31240-0/A) [Tender Notice] https://buyandsell.gc.ca/procurement-data/tender-notice/PW-15-00709263</p> <p>Date closing 2016-01-06 14:00 Eastern Daylight Time (EDT) GSIN description</p> <ul style="list-style-type: none"> • D301A: Computer and Data Processing Services • D301B: Data Centre Services • D301C: Computer Services, Not Elsewhere 	<p>An extension has been provided in this ITQ amendment. Additional GSINs have been added as well.</p>

<p>Specified</p> <ul style="list-style-type: none"> • D302A: Informatics Professional Services • N7030: ADP Software • N7010: Automatic Data Processing Equipment, System Configuration • JX7010: Automatic Data Processing Equipment, System Configuration - Repair • JI7030: ADP Software - Installation <p>Notice type Request for Qualification (RQ) Procurement entity Shared Services Canada Government of Canada Internal Centralized Authentication Service (GC ICAS) - Invitation to Qualify (10046765) (10046765) [Tender Notice] https://buyandsell.gc.ca/procurement-data/tender-notice/PW-15-00697481</p> <p>2015-10-09 14:00 Eastern Daylight Time (EDT) GSIN description</p> <ul style="list-style-type: none"> • D302A: Informatics Professional Services 	
<p>#Q14. 1.4 Overview of the Requirement This ITQ is being issued by SSC. It is intended that a single contract resulting from any subsequent bid solicitation will be awarded by SSC to provide an Enterprise Command Centre Monitoring Solution 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. The vendor will provide a monitoring solution that SSC will host and manage itself within its SSC data centre(s). This solicitation process does not preclude SSC from using another method of supply for these or other entities of the Government of Canada with the same or similar needs.</p> <p>Question: Since "The vendor will provide a monitoring solution that SSC will host and manage itself within its SSC data centre(s)." we are asking SSC to remove the word "Operated" from the ITQ specifically in Annex B Requirements 1, 2, 5. By including a requirement in which respondents must "operated" a monitoring services limits the number of bidders who will be able to qualify. The term operates means that the respondent would have to have had a managed service offering to qualify, however most Direct Software Vendors, develop and implement the monitoring solution allowing the client, in this case SSC, to operate it for themselves.</p> <p>By leaving the word "operate" in it seems like that SSC is already determine the types of respondents, Service</p>	<p>Please refer to answer to #Q8 in this ITQ amendment.</p>

<p>Providers, and a delivery model (Vendor to Operate) even though section 1.4 clearly states SSC to host and manage.</p> <p>Please remove all references in qualification to the need to “operate”.</p>	
<p>#Q15. 4.2.2 For the Enterprise Monitoring Solution, each Respondent (including related entities) will only be permitted to qualify once. If a Respondent or any related entities participate in more than one Response, Canada will provide those Respondents with 2 working days to identify one Response to be considered by Canada. Failure to meet this deadline may result in all Responses being disqualified or in Canada choosing, in its discretion, which Response to evaluate.</p> <p>Confirm an OEM software vendor could be named by multiple respondents. There could be multiple scenarios as one respondent could use a portion of an OEM vendor’s solution while another respondent could use an entire suite of an OEM vendor’s solution.</p> <p>We are looking for clarification in this section, since we have many partners who have corporate agreements to resell our monitoring solutions. We want to make sure that should 3 of our partners qualify, they would be able to resell our monitoring solutions, even if we have not entered a formal joint venture, because we haven’t seen the requirements.</p> <p>Please remove section 4.2.2 or provide clarification of the intent. Would SSC not want as many OEM / System Integrators to qualify to provide comments in the requirements phase.</p>	<p>Canada does not confirm. Canada wants OEM software providers to qualify based on their own experience or to sign an exclusive teaming agreement with a Systems Integrator or other type of Respondent. Respondents cannot use the experience of an OEM to qualify unless they have a signed copy of teaming agreement found in Attachment 1 to Annex B of the ITQ.</p>
<p>#Q16. Annex B: Please remove the requirement to provide organization name in the requirements reference section. Please replace with “Financial vertical, Government, Insurance, Retail” as this will allow more respondents since many organizations do not allow their name to be used unless it is approved through lengthy process</p> <p>Annex B – Please remove requirement to provide a contact name /telephone / email. It is very hard to achieve this in a short amount of time. We are confident this will be required in the RFP section, but to qualify we believe contacting the actual client should not be required. This takes a lot of time to get approved.</p>	<p>Canada will not remove this requirement. Canada has to be able to contact references to verify the Respondents experience. Please refer to Canada’s answer to #Q7. above.</p>
<p>#Q17. 1.2 Introduction 1.2.1 The Government of Canada (GC) established Shared Service Canada (SSC) on August 4, 2011. SSC is responsible for providing certain departments and</p>	<p>Application monitoring is a requirement. SSC will provide basic application monitoring for departmental business applications.</p>

<p>Crown corporations with modern, reliable and secure electronic mail, data centre, and network services that are cost-effective and that contribute to a greener government.</p> <p>Clarification Question: Can SSC please clarify if the expectation of Departmental Applications to be included in the monitoring solution for SSC? As per the 1.2.1, our understanding is that SSC is responsible for email, data center and networks (infrastructure) and not for Departmental Applications.</p> <p>However Requirement 4 in Annex B4, asks “an Enterprise Monitoring Solution that has a user console that is capable of displaying performance and usage of the infrastructure and applications in near real time.....”</p> <p>Questions: Please remove the requirement for applications. If “Applications” is not removed, please define what applications this refers to, does this include Departmental business applications?</p>	<p>Specific monitoring requirements for applications will be discussed during the RRR phase of this Procurement process.</p>
<p>#Q18. Date Extension was requested in my first submission – please extend to Feb 29th, questions to Feb 18th due to the impact of the above questions will have to respondents and their submissions.</p>	<p>An extension has been provided in this ITQ amendment.</p>
<p>#Q19. Re Amendment 1 - Q and A4 This Q and A surfaced the fact that Section 6.3.2 infers that a client signature is required on each reference used to respond to Annex B M1-M5. This contradicts both the Instructions to Bidders contained in Section 4.5 of the ITQ with respect to how the forms are to be completed, but also in Annex B itself which contains no requirement to include client signatures in either the text or in the reference templates and states : "The Respondent's ITQ mandatory criteria are detailed in this Annex B, ITQ Reference Project Forms, Annexes B.1 to B.5 inclusive" .</p> <p>There is also appears to be a disconnect between the answer to Q4 and the detailed instructions on the ITQ as to the protocol surrounding how SSC will conduct itself when reaching out to the references for confirmation, which is very detailed with respect to calling, emailing etc . As such we believe Section 6.3.2 to contain a typo or error with respect to "Canada is not obliged to, but may in its discretion contact the primary reference and, where applicable, the backup reference, in order to validate that any information on any signed ITQ reference project form is accurate....."</p> <p>We therefore request confirmation that client signatures are not required.</p>	<p>Canada confirms. Client signatures are not mandatory. However, Canada requests that client signatures be provided to ensure project references are aware Canada may be contacting them to verify Respondent experience.</p>
<p>#Q20. As bidders are required to coordinate references with clients and given this time of year is typically a high vacation period, we would like to request a two week</p>	<p>An extension has been provided in this ITQ amendment.</p>

<p>extension to allow bidders time to complete the reference requirements.</p>	
<p>#Q21. At page 21 of the ITQ, under “Mandatory Experience Requirement #1”</p> <p>Would the Crown agree to change the current text:</p> <p>“Respondent must have developed, implemented and operated an Enterprise Command Centre Monitoring Solution over a period of at least 24 continuous months in the last 5 years leading up to the ITQ closing date where the Enterprise Command Centre Monitoring Solution has met a 99.9% service availability which excludes any LAN or WAN failure at a Customer Site (Respondents should note that being under contract to deliver a minimum of 99.9% service availability does not actually demonstrate the service availability actually provided).”</p> <p>to the following:</p> <p>“Respondent must have developed, implemented and operated an Enterprise Command Centre Monitoring Solution over a period of at least 24 continuous months in the last 5 years leading up to the ITQ closing date where the Enterprise Command Centre Monitoring Solution has met the client’s Service Level Agreement (SLA) which excludes any LAN or WAN failure at a Customer Site (Respondents should note that the Government of Canada reserves the right to seek validation of SLA adherence via reference checks);”</p> <p>As it did for the ICAS ITQ?</p>	<p>This requirement has been revised in this ITQ amendment.</p>

ALL OTHER TERMS AND CONDITIONS OF THIS INVITATION TO QUALIFY
REMAIN UNCHANGED.

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Following is a summary of Amendments issued to date to this Invitation to Qualify (ITQ):

Document Tracking	Date	Description
Amendment No. 001	February 04, 2016	Revised Version of the ITQ as well as Answers to Respondent Questions.
Amendment No. 002	February 10, 2016	Updates to the ITQ as well as Answers to Respondent Questions.