RETURN BIDS TO :

Shared Services Canada / Services partagés Canada

C/O Andrew Nimmo (Contracting Authority)

Andrew.nimmo@canada.ca

180 Kent St.,13th Floor,

Ottawa, ON, K1G 4A8

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Shared Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Services partagés Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s**)**

Title – Sujet	
Full Packet Capture and Security Analysis Tool	

Solicitation No. – N° de l'invitation	Amendment No. – N° de modif.
15-28759/A	0**02**

Client Reference No. – N° référence du client	Date
15-28759/A	**2016-02-10**

File No. – N° de dossier
019eo-2015119/A

Solicitation Closes – L'invitation prend fin	**Time Zone**
	Fuseau horaire
at – à 02 :00 PM	
on – le 2016-02-23	Eastern daylight standard time EDST
	Heure normale de l'Est HNE

F.O.B. - F.A.B.

Plant-Usine: ☐   Destination: ☑   Other-Autre: ☐

Address Inquiries to : - Adresser toutes questions à:	Buyer Id – Id de l'acheteur
Nimmo, Andrew	019eo

Telephone No. – N° de téléphone :	FAX No. – N° de FAX
613-668-5697	Not applicable

Delivery required - Livraison exigée	Delivered Offered – Livraison proposée
See Herein	

Destination – of Goods, Services, and Construction:

Destination – des biens, services et construction :

See Herein

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Comments - Commentaires

This document contains a Security

Requirement

Vendor/firm Name and address

Raison sociale et adresse du fournisseur/de l'entrepreneur

Facsimile No. – N° de télécopieur

Telephone No. – N° de téléphone

Name and title of person authorized to sign on behalf of Vendor/firm

(type or print)-

Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

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AMENDMENT # 002

This amendment is raised to:

1) Respond to the questions from bidders relating to the content of the RFP, as set out in Appendix 001;

2) Amend the Request for Proposal (RFP), as set out in Appendix 002;

Under Article 2.3 of the Request for Proposal, the deadline for submitting questions or enquiries will be February 17, 2016. Canada makes no commitment to provide answers to questions submitted after February 17, 2016

Appendix 001

Question 6

Per Annex A, the required solution is "a critical detection tool" that will used across Shared Svcs Canada and the Government of Canada. As such, the Solicitation sets out a comprehensive list of technical requirements, including a test plan as part of the evaluation.

We are concerned however that the evaluation criteria awards 60% of points to financial yet only 40% to technical. Security is an area where "good enough" capabilities would not necessarily detect and block required attacks against our country. While we understand that SSC's mandate includes savings, the crown's primary need for this solicitation is to protect its infrastructure. Selecting a solution based primarily on its cost vs its technical merit seems questionable and in the long term may not be in the best interest of the crown. Would the crown reconsider technical/financial weighting to be more in keeping with the Security priority vs Financial priority and also in line with other recent SSC RFP such as the latest UTM (15-33922/A)

Answer 6

The Crown amends the evaluation to be 50% for financial and 50% for technical. Please refer to Appendix 002

Question 7

Given that all companies charge for hard drives that are kept by the customer, in the event of a failure, and an equipment failure may never occur in the life of this RFP, we would request that hard drive failure by bidder should be removed. The consequence to government in keeping it in is an additional risk cost by vendors built into the response unnecessarily. We suggest that SSC include a unique item in the RFP pricing sheet to cover the potential cost in the event of a failure only (i.e. a line item for a quantity of disk drives that the government wishes to keep.)

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Because of its optional nature, this item should not be included in the Evaluated Bid Price.

Answer 7

The Crown has a requirement of data retention as part of any RMA activity.   Specifically, in a situation when a failed unit is returned to the vendor as part of an RMA, it will be returned to vendor without containing Government of Canada data. This includes data stored on flash storage, hard drives, etc. The Crown is willing to remove drives and place them back in an RMA appliance in a situation where the appliance has failed but the storage is not impacted (thus reducing vendor RMA costs). If the storage is embedded within the appliance (such as non-removable integrated storage), the Crown will not be returning the entire appliance in order to protect its data.

The Crown acknowledges different vendors use different technology to store the network and security data. The Crown is willing to incur the cost of having data retention as part of the support contract for the solutions as the Crown has a legal obligation to protect GC data. During hardware failure restoral of service is time sensitive, and having the terms and conditions covered under an existing core contract as part of the evaluated bid (rather than optional) will streamline the RMA process. As such the bidders' request is denied.

Question 8
With regard to Annex B Pricing Table, please confirm that the TAM position is required for the initial contract period and all option years. Please confirm that the TAM position is a required position under Annex A section 6.1 Deliverables.

Answer 8
The Crown confirms that the TAM service is a required deliverable under section 6.1. It is required for the initial contract and all option years. It is also required for all optional equipment (ISP, Enterprise, Medium, and Virtual). The Crown's intention is to have the TAM service as part of the support maintenance agreement.

Question 9
Please confirm the minimum point score for rated requirements expressed as an absolute number of points.

Answer 9
The evaluation method is 50 percent technical and 50 percent financial. As such there is no minimum point score for rated requirements. The reference of a 60% pass score within "en_annex_c_-_form_2_and_3_-_full_packet_capture.xlsx" is not applicable and was removed as part of Amendment 001.

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Question 10

R20 awards points for the 'Ability to support the capture, decryption and analysis of encrypted traffic. In order to claim rated points, all required software and/or hardware modules must be included with bid price.'

Please confirm if, to claim full rated points, the bidder must provide all necessary hardware, software, and licensing to perform SSL decryption for all Enterprise, ISP, Medium, and Virtual scenarios sized appropriately for the required network throughput. If yes, please provide the expected number of SSL sessions and connections established per second, per environment, to enable appropriate decryption sizing.

Answer 10

The Crown confirms that to claim full rated points, the bidder must provide all necessary hardware, software, and licensing to perform SSL decryption for all Enterprise, ISP, and Medium scenarios sized appropriately for the required network throughput.

The Bidder does not need to provide the SSL decryption goods for the Virtual solution (only the 3 physical solutions). For the virtual solution, the SSL decryption is not applicable due to the anticipated use case of the VM solution, and that the performance is directly linked to the VM infrastructure (which the Crown will provide, and as such the bidder has no control over the technical performance of this environment) .

Bidders are to assume that 55% of traffic within each scenario will require SSL decryption:

1. ISP (55% of 8 Gigabit) : 4506 Megabit per second (4.4 Gigabit)
2. Enterprise (55% of 2 Gigabit) : 1126 Megabit per second
3. Medium   (55% of 600 megabits): 330 Megabit per second

If Bidder does not wish to claim the 20 points, but does have a solution to meet this rated requirement, they may provide the necessary hardware, software, and licensing to perform SSL decryption as an optional item. However, when declared as an option, the goods will not be evaluated and the bidder may not claim the 20 points.

Question 11

R38 awards points for 'identification of the specific application generating a given network flow'.

The term application has many contexts. The Crown has specified requirements for meta data elements in M14, M37, and M38. Some of these elements individually or in combination could be considered

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'applications'. We require clarification in order to properly list the number of supported applications in our product.

According to merriam-webster.com, 'application' is defined as "a program (as a word processor or a spreadsheet) that performs one of the major tasks for which a computer is used". Using this definition we expect that an application would have a distinct name and possibly a version number (to differentiate it, e.g. Internet Explorer 10 vs Internet Explorer 11 would be two applications). An application should produce a distinct hash, irrespective of other information or metadata such as the target domain. For example, a web browser that visited 5 different cloud services would be counted as one application (with 5 destination domain names), not 5 cloud service applications. Please confirm the Crown's definition of 'application'.

Answer 11
The Crown concurs with the definition of an application to be "a program that performs one of the major tasks for which a computer is used". In the context of R38, the computer program/application needs to be designed to transmit data over a network to be relevant.

Different versions of an application can be counted as separate applications. As an example, Internet Explorer 5 and Internet Explorer 11 can be claimed as 2 applications for R38.

R38 use case is to permit a Security Operation Center incident handler to quickly identify what specific Layer 7 application (program) generated the traffic flow. (Typically, the Layer 7 application will appear as the source IP within the traffic flow.) As an example, if Port 80 traffic was detected between IP A and B, the ability to determine if the application was Internet Explorer, Chrome, Firefox, Outlook, Microsoft Word, etc., will be awarded points.

Question 12

The test plan outlines a series of activities to validate product features and functions. The test plan is product-agnostic but contains specific workflow activities that may not be present in the product(s) to be evaluated.
Please confirm the Crown will accept product-specific workflow activities that are functionally equivalent, i.e. produce the required result with a similar or fewer number of steps.

Answer 12
The Crown is willing to make minor adjustments to the testing procedure on a required basis to accommodate the OEM solution. These adjustments will be discussed at a pre-testing meeting between Crown and the OEM. The objective of the test plan is to confirm that a sub-set of the mandatory requirements are verified within the testing lab. The adjusted testing steps must still produce the expected results.

Question 13
 The test plan indicates that testing will be performed on a 'medium' lab configuration.

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Please confirm if bidders must provide the as-bid 'medium' configuration for the test plan or if an alternate configuration may be substituted, such as an 'enterprise' configuration.

Answer 13

The bidder can provide an alternate configuration (such as an enterprise configuration) as long as the equipment brought to the lab testing has the equivalent functionality and has the capacity to carry out each of the tests listed within the test plan.

Question 14

We need to know if the Annex A specs of average gigabits per second is a sustained and continuous 24 hours a day.

Answer 14

The average gigabit per second is sustained and continuous 24 hours a day. The Crown acknowledges that in a production network, the utilization rate will vary greatly depending on time of day, but has provided these figures so that bidders can consistently size equipment in order to provide a bid price.

Question 15

We are concerned with the burst and average data rates quoted for medium, enterprise, and ISP class full packet capture devices. Here are the specifications stated in the RFP:
Medium class:
M55) burst load = 1 Gb/s
M56) average load = 0.6 Gb/s

Enterprise class:
M5) burst load = 10 Gb/s
M6) average load = 2 Gb/s

ISP class:
M47) burst load = 10 Gb/s
M48) average load = 8 Gb/s

We assume that in each class, these are totals across all interfaces per capture system. From our experience, the ratio of burst to average rates is typically higher than suggested here, particularly for ISP and medium class. We are not concerned if the burst rates are higher than indicated, however wish to confirm that the average rates are indeed accurate. It is critical as these enter directly into our calculations of storage required to satisfy the desired data retention periods.
Would Canada please confirm how averages are calculated and confirm that average load is determined over a 24hr period?

Answer 15

The Crown confirms that specification for Medium, Enterprise and ISP are sustained and continuous 24 hours a day. The Crown also confirms that the specifications are totals across all interfaces within the

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solution. (Note: As described in the requirements, the Crown will accept clusters of appliances in cases when more than one appliance is required to handle the load level.)

The Crown acknowledges that in a production network the utilization rate will vary greatly depending on time of day, but has provided these figures so that bidders can consistently size equipment in order to provide a bid price.

Question 16
Would Canada please confirm all substation documentation will be accepted on CD only and hard copies are not required in an effort to align with Canada's green policy?

Answer 16

Yes, the crown will accept substation documentation on accepted on CD..

Question 17
Form7 – SCSI Cover page is identified as "UTM" and IT product list is identified as "WCS product list". Would Canada please confirm these are the correct documents to be filled out by bidders for Full Packet Capture?

Answer 17
Form 7 has been updated

Question 18
Section 4.2; Conduct of Evaluation in Steps item "c" bullet "ii" says: "ii) BEV (I) calculation is as follows Total Product and Support and Professional Services (I) + Option Year 1 Support (K) + Option Year 2 Support (M) +Option Year 2 Support (O)"

Additionally Section 7.6; 7.6.1 "b" says "Canada will pay the Contractor the firm daily price set out in the Requisition on Contract (based on the firm, all-inclusive per diem rates set out in Annex B GST/HST extra."

Would Canada please amend the pricing sheets to include a field for per diem pricing to be submitted?

Answer 18
BEV (I) calculation is as follows Total Product and Support (F) + Option Year 1 Support (I) + Option Year 2 (K) +Option Year 2 (K) + Option Year 3 (N) + Installation Services (F). Please refer to Appendix 002.

Question 19
M12 : "Solution must support role-based access control (RBAC). At a minimum, the following roles are mandatory:

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1. Administrator (ability to administer all aspects of the solution).
2. Operator (ability to query packets and generate reports).
3. Guest (ability to have read-only access to aspects of the solution and reports)."

Q: For Item #3, Guest access. Can you please clarify what solution "aspects" a guest would require read-only access to?

Answer 19
The business case for this requirement is to accommodate SSC's in-service support model. An infrastructure team supports the security tools and is issued an administrative account (Administrator).   A national Security Operation team uses the tool for security investigations and requires an account with sufficient privileges for security investigation (Operator). Further, SSC partners' security teams might require limited access to view a subset of security data and reports, but not be able to view all security data (Guest).
The Crown does have some flexibility on this requirement, and it is acknowledged that different vendors have different models for role-based access. As long as the in-service model is possible under the vendors role-based model (a team that administers the tool overall, a national SOC that has access to all security data and reports, and a method to restrict what information can be accessed), the bidder will be deemed compliant.

Question 20
M24: "All internal or external storage included in the bid must be directly supported by the OEM at the same service level as described in requirements C2M19 and C2M22."

Q: Does requirement C2M19 relate to or replace M23. Same for requirement C2M22 to M26? Can you please confirm

Answer 20
It is not a replacement. The Crown requirement for vendor support is that they deal only with the winning bidder OEM for all support issues, and not have to deal with multiple OEM support service desks. As an example, if the storage is manufactured by a third party OEM, the Crown will call the winning OEM support team to resolve the issue.

Question 21
Given the number of mandatory technical requirements and the detail needed to substantiate each response, we request and extension of one week to February 26th, 2016.

Answer 21
An extension is granted to February 23 at 2:00 pm. The Crown's intention is to use end of year (March 31, 2016) funds to pay for the core of the contract. As such, time lines are tight.

Question 22

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Is the average gigabits per second (Gbps) stated on page 2 of the SOW a sustainable and continuous bandwidth rate over 24 hours a day or is that for a defined period of time per day

Answer 22
The Crown confirms that specification for Medium, Enterprise and ISP are sustained and continuous 24 hours a day.

Appendix 002

AMENDMENT TO THE REQUEST FOR PROPOSAL (RFP)

1.0   Amend the Request For Proposal Closing date:

From: February 19, 2016

To: February 23, 2016

2.0   **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION Article 4.2 c) Evaluation of Financial bid**

DELETE   Article 4.2 c) Evaluation of Financial bid

INSERT   Article 4.2 c) Evaluation of Financial bid

c)   Evaluation of Financial Bid:
i) The financial evaluation will be conducted by calculating the Total Bid Evaluated Value (BEV) using the completed Annex B.
ii) Total Product and Support (F) + Option Year 1 Support (I) + Option Year 2 (K) +Option Year 2 (K) + Option Year 3 (N) + Installation Services (F). iii) Compliant

Bidders will be rank based on the BEV. The lowest compliant Bidder will be identified as the top-ranked Bidder.Formulae in Pricing Tables: If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a Bidder.

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3.0 PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION Article 4.2 e) Step 4 Contractor selection

DELETE Article 4.2 e) Step 4 Contractor selection in its entirety

INSERT Article 4.2 e) Step 4 Contractor

e) Step 4 – Contractor Selection
Calculation of the Total Score for a Bid
The Total Score for a Bid is calculated as follows:
Total Score for a Bid = Financial Score for a Bid (Max 50 pts.) + Technical Score for a Bid (Max 50 pts.)

Calculation of Bidder's Technical Score:

a) The bidder's Total Technical Points are the sum of the bidder's Technical Points for the Rated requirements.
b) Each bidder's Total Technical Points will be converted to a technical score out of 50.
c) The bidder's Total Technical Points will be divided by the maximum number of points available then multiplied by 50.
The formula that will be used to calculate the Technical Score is as follows: (Bidder's Total Technical Points/Maximum number of points available) X 50
d) Each bidder's technical score will be rounded to 2 decimal places.
e) The following example illustrates the methodology that will be used during the calculation of the scores:

Total Financial Points (TFP) Calculations:
The Evaluated Bid Price above will be the bidder's Total Financial Points (TFP).
The bidder's Financial Score will be calculated as follows:
a) Each bidder's Evaluated Bid Price will be converted to a score out of 50, based on its relative price compared to other compliant bidders.
b) The bidder with the lowest Evaluated Bid Price will be allocated the maximum of 50 points. All other bidders' scores will be calculated by determining the ratio of its Evaluated Bid Price in relation to the lowest Evaluated Bid Price. Each bidder's financial score will be rounded to 2 decimal places. The formula that will be used to calculate the ratio is as follows:

Bidder	Total Financial Points	Formula Calculation	Total Financial Score
1	1,000,000	(1,000,000/1,000,000) X50	50
2	2,000,000	(1,000,000/2,000,000) X50	25
3	3,000,000	(1,000,000/3,000,000) X50	16.67

4.0 Delete Annex B –Pricing Sheets Revised February 3, 2016

Insert Annex B –Pricing Sheets Revised February 10, 2016

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5.0   **Delete**   Annex C - Bidders Forms- Form 7

       Insert   Annex C - Bidders Forms- Form 7 (Revised February 10, 2016)