



SHARED SERVICES CANADA

Amendment No. 001 to the Request for Information for the Procurement Process for Government of Canada (GC) Wi-Fi Services

Request for Information No.	15-34077	Date	February 16, 2016
GCDocs File No.	3804026	GETS Reference No.	PW-16-00717284

This Amendment revises the RFI originally released by SSC on February 1, 2016. The RFI remains unchanged, except as expressly amended by this document.

This RFI Amendment No. 001 is raised to:

- 1 – Publish Canada’s responses to Industry questions received during the question period; and
- 2 – Extend the RFI ‘Closing Date and Time’ to March 4, 2016 at 2:00pm.

1 – Publish Canada’s responses to Industry questions received during the question period:

Question No.	Question	Answer
1	We wish to know other than network peering matters, would GC also require service provider to have boots on the ground to physically install APs at all office locations? In other words, could GC provide its own in-house or contracted team to perform AP installations? Knowing this would help in our discussions. We are able to turn up Wi-Fi services immediately once APs are in place. I look forward to receiving your response soon.	The intent of RFI question #11 is for the GC to understand what the industry capabilities are for the delivery of a fully managed service across the country. A fully managed service would include the installation of the supplier-owned equipment. So yes, the GC may require “the service provider to have boots on the ground to physically install APs at all office locations.”

2	Canada's requirements do not clearly articulate if Wi-Fi is required in public hotspots, or to what level Wi-Fi is to be deployed throughout government buildings. Please provide clarification on where Wi-Fi is to be offered in the 3000 government buildings, is it through hotspots, all floors in government buildings, key conference rooms or what combination? Additionally please confirm if Wi-Fi is to be available to the public and guests, as well as Government employees.	As described in Section 1.2 a) i) "Overview of the Project" of the RFI, it is the intention of the GC to provide Wi-Fi initially in the executive boardrooms GC buildings. This is intended to provide GC users in the building with access to the Wi-Fi although it is understood that this approach may not in all instances necessarily provide all GC users access from where they work but rather access when the user is within, or in proximity to, the boardroom. It is not the GC intention to make the Wi-Fi available in public hotspots or to the public. The Wi-Fi access is intended only for GC users.
3	Please provide clarification on the reference to GC school in section 1.2a. It is unclear what is meant by "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."	As an example, GC employees can receive education online or in a classroom environment though the Canadian School of Public Service (CSPS). The Wi-Fi access would enable these employees to connect to the Internet for this education as well as to their Departmental work network.
4	Section 1.2 a) ii) indicates Canada's intention is following the RFI will be a Request for Proposal for a fully managed commercial Wi-Fi Service. Can Canada please confirm that a draft SOW, Terms and Pricing approach will be provided prior to an RFP being issued? The RFI does not provide enough details to provide detailed comments on specific requirements and terms. It is critical that Canada provide potential bidders adequate opportunity to comment on requirements either through a formal RRR process and/or draft statement of works.	Canada's intention is to follow the RFI with an RFP. Canada can't confirm at this point if an RRR phase or draft SOW distribution will be incorporated into the procurement strategy. The responses from the RFI are imperative to facilitate a procurement strategy best suited for Canada.
5	Question 5 requests references with similar security requirements as Canada. Please provide details on what security requirements Canada will have relative to Security for Managed Wi-Fi.	The wording ". . . of security and . . ." is removed from Question 5. The GC has not yet identified what, if any, security requirements would be applicable to a commercially available service.
6	Canada has indicated that the goal is to enable 80% of public service employees by March 2020. Can Canada confirm that the managed Wi-Fi procurement would be the procurement vehicle to enable this deployment and that the Network Solutions Supply Chain (NSSC) procurement would not include the WLAN/Wi-Fi options either as a purchase or managed option.	The GC has not yet fully determined the procurement vehicle(s) that it might use for Wi-Fi / WLAN services. The responses to this RFI will assist the GC in this determination.
7	Canada has indicated that there are approximately 21,000 have access to secure Wi-Fi service within office buildings across the country. Can Canada confirm that these services will be replaced with the new managed Wi-Fi solution?	Please see Answer #6.

8	Can Canada provide guidance on their expectations for the commercial Wi-Fi service they are seeking vs the current secure Wi-Fi service already in place? Is Canada looking for different requirements, or only to facilitate easy roaming by having one national provider?	Please see Answer #6.
9	Please provide information on Canada's expectation around Identity Management?	Respondents are invited to provide information or suggestions to the GC in regard to Identity Management in their responses.
10	Can we have an extension to the due date?	Yes, the RFI will be amended to extend the closing date to March 4, 2016 at 2:00 pm EST.
11	How will user authentication work? Centralized or distributed?	Respondents are invited to provide suggestions or recommendations to the GC in regard to how user authentication could work.
12	How is current authentication done for users in different geographical regions?	Respondents are invited to provide suggestions or recommendations to the GC in regard to user authentication in different geographical regions.
13	Will FIPS be a requirement or is that up to our recommendation?	Respondents are invited to provide suggestions or recommendations to the GC in regard to FIPS in their responses.
14	What are SSC's security expectations?	Please see the response to Q5.
15	One of the questions asks if we would be willing to take over current infrastructure and manage it. Is there a list of what that potential equipment would be and their location?	An inventory of current equipment and locations is not currently available.
16	What applications will run over the Wi-Fi?	The traffic is expected to be similar to that of GC users currently.
17	Are there any details available for liability for any potential security breaches?	SSC recognizes the importance of this issue and is currently and actively researching it. However, at this time, there are no details in regard to security breaches that can be provided.
18	Will the winner of the potential contract be responsible to trouble shoot end devices and things like firewalls?	As a fully managed service, the GC would expect the service provider to actively assist and participate in troubleshooting all issues affecting the service.
19	Are there any details regarding any SLA's?	The GC does not currently have any information to share in regard to SLAs. Respondents are invited to provide recommendations and suggestions in regard to SLAs in their responses.

2 – Extend the RFI 'Closing Date and Time' to March 4, 2016 at 2:00pm:

DELETE: the previous 'Closing Date and Time' on the front page in its entirety; and

INSERT: March 4, 2016 at 2:00pm.