

RETURN BIDS TO :

Shared Services Canada / Services partagés
Canada

C/O Andrew Nimmo (Contracting Authority)

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**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 15-28759/A | Amendment No. – N° de modif. 004 |
| Client Reference No. – N° référence du client 15-28759/A | Date 2016-02-18 |
| File No. – N° de dossier 019eo-2015119/A | |
| Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le 2016-02-23 | Time Zone Fuseau horaire Eastern daylight standard time EDST Heure normale de l'Est HNE |
| F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/> | |
| Address Inquiries to :- Adresser toutes questions à: Nimmo, Andrew | Buyer Id – Id de l'acheteur 019eo |
| Telephone No. – N° de téléphone : 613-668-5697 | FAX No. – N° de FAX Not applicable |
| Delivery required - Livraison exigée See Herein | Delivered Offered – Livraison proposée |
| Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein | |

Solicitation No. - N° de l'invitation
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Amd. No. - N° de la modif.
004

Buyer ID - Id de l'acheteur

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

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

AMENDMENT # 004

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 32

Regarding M20: the requirement is for a Network Threat Intelligence service that is updated by the vendor at least once per week

Would it be acceptable to instead provide: a Network Threat Intelligence service that is updated by the vendor at least once per month, with the ability to accept other third threat intelligence feeds.

Answer 32

Based on the Crown's security observations, global IT threats are constantly changing and as such, frequent updates are required. A service that is only updated monthly does not provide value to the Crown. However, the Crown will accept third party threat intelligence feeds under the following conditions:

1. The cost of the third party subscription is included in the bid price (12 month subscription to be included for all 4 categories).
2. The third party feeds are updated at least once per week.
3. The third party subscription integrates directly with the OEM solution.
4. Events triggered from the third party feeds are viewable in the OEM GUI.
5. The OEM directly provides the technical support for the third party subscription.

Question 33

Reference Annex C - Form 2 & 3 - M-2, M-4, M-73, M-74.

M2 States that the "OEM vendor must provide one reference of a past or current customer that has deployed the technology within the last five (5) years. The reference must be from a deployment supporting at least 35,000 employees/resources".

Q: OEM's work with Vendors or Partners to implement and support their solutions. Would the Crown consider amending the requirement to state the "OEM or the Bidder must provide one reference..." For the same reason we request the Crown change the wording in M4, M73 and M74 - from OEM winner to "the OEM winner or Bidder".

Answer 33

The Crown declines. M2, M4, M73, and M74 must be fulfilled by the OEM.

Question 34

Reference M-14:

"The solution must be able to support the following Layer 4 to 7 application parsing/decoding and reconstructing of the following protocols. Abilities must include at least 90% the following protocols (26/29)."

Q: Our solution is capable of meeting many of the protocols listed - the ones most widely used by our customers. We also continually add protocols based on specific client requirements. As an example, many of our clients do not reconstruct SFTP sessions, as the contents are encrypted and minimal value is gained other than pulling the information from the header..

Given this, would the Crown consider amending this requirement to accept 60% compliance, or 60% compliance with a 90% compliance within an agreed upon timeline e.g. 3 months ARO (after receipt of order).

Answer 34

The Crown requires all 29 to completely meet its Security Operation Center requirements. The 90% is already a compromise, and therefore the Crown declines the bidder's request.

Question 35

Reference M-16:

"Must provide data search capabilities in support of network forensics and incident handling. All data searches/queries and/or meta-indexing must be achievable within 120 seconds based on a search across all data collected for the past 60 days from time of search. For evaluation, the following searches will be assessed:

1. IP address
2. Host name
3. HTTP Header
4. Email Address
5. Email attachment by file name

Q: Would the Crown accept the Bidder's ability to support 4 out of 5 of the search criteria at time of bid to meet M-16, or consider moving the #5. Email attachment by file name to a Rated Requirement.

Answer 35

The Crown Security Operations Center routinely search email attachments by file name. This requirement must be present in the solution in order for the Crown to maintain its current security operational procedures. Therefore the Crown declines the bidder's request

Question 36

Reference M-63-M-68: Virtual-Class Appliance and the Associated Storage Requirements

Q5: In section 5 of SOW provided in Annex A, SSC has defined that the core contract will consist of 2 Enterprise capacity hardware solutions with options to purchase virtual capacity for up to 3 years. Our offering is currently available in hardware as well as software form factors. The Virtual Machine option is currently going through the final phase of our quality assurance process. Given that virtual isn't planned on being utilized initially, would the Crown accept the Bidder satisfy requirements M63 through M68 within a pre-defined time after contract award (e.g. 3 months ARO, or move M-63 though M-68 to a Rated Requirement.

Answer 36

The Crown declines. All products must be available at bid close.

Question 37

Reference: M-92:

As part of the solution maintenance and support, there must be an OEM-provided dedicated Technical Account Manager (TAM) or equivalent. TAM must be available for support for a minimum of 20% overall utilization and for up to six (6) authorized users. The initial 12 months of TAM services must be included in bid price.

Q: Would the Crown please change this requirement to OEM approved Technical Account Manager vs. OEM provided Technical Account Manager.

Answer 37

The Crown declines. The Technical Account Manager must be provided by the OEM.

Question 38

Reference R-43:

This Rated requirement states "if student certification is available, exam tokens must be provided for at least 10 students".

Q: This requirement awards 15 points for Yes and 0 points for No response. This requirement places a dependency on vendors having a Certification process. Even though this is a rated requirement - we believe it creates an unfair advantage for certain vendors. Would the Crown please remove this requirement.

Answer 38

The vendor certification provides the Crown with value, and as such is included as a rated requirement, but not mandatory.

Question 39

Reference General RFP Terms:

7.13 - Hardware

Q: 4001 02 (2010-01-11) Hardware provides that unless the contract provides otherwise, hardware or parts that are refurbished or are certified as "equal to new quality" are not acceptable. If vendors are forced to use new parts for maintenance it will substantially increase the cost to the Crown without providing equivalent value. 'Equivalent to new' parts are subjected to high quality assurance procedures and are certified by the manufacturer as "new". This common industry practice allows manufacturers to contain maintenance costs by avoiding increasing charges that would result over the machines life cycle. Therefore, we request that the following provision be added in Section 7.13 Hardware of the Articles of Agreement: "Replacement Parts: Replacement parts and subassemblies provided by the Contractor must be of new or like-new quality and equivalent in function to original equipment parts".

Answer 39

The provision will not be changed.

Question 40

In Amendment 2, as a result of Question and Answer 18, the pricing sheets were changed to include a single per-diem line item for Professional Services.

However, the RFP requirements for professional services are very diverse, including a 5-day training session with travel and expenses fully bundled into pricing as well as the required TAM which will need to be priced at a yearly rate with potential discounts for the longer duration. For the 10-day installation, although a per-diem is acceptable, T&E (travel and expense) remuneration is also requested.

Based on the complexity described above, could SSC please return to the earlier PS pricing model that accommodated pricing that was unique to each Professional Services task

Answer 40

Pricing Tables have been updated; Please refer to Appendix 002 of this amendment.

Question 41

Mandatory item M16 states that queries must be returned within 120 seconds across a search spanning back 60 days. The query response time would vary based on the number of users, level and type of information that will traverse across the solution. Without knowing the specific types amount of data (e.g. Web Data, Voice Data and sizes of flows etc.), it is not possible to appropriately size the solution.

Further, SSC would be unable to determine a vendor's ability to provide the required response time as there is a substantial difference between the POC (Case #5 of the Test Plan) and the steady state operations (M16). That is to say that there will far more variables and data in a production environment over 60 days than there would be in the POC for 1 day.

As such, we recommend that this requirement be removed from the mandatory requirements and moved to the rated requirements with a score based on the POC testing requirements.

Answer 41

The Crown amends M16 to be 30 days rather than 60 (to reflect the specification in M7 of 30 days of metadata retention). Queries must be returned within 120 seconds across a search spanning back 30

days. The following conditions can be assumed: traffic will consist of 50% web, 30% SMTP, and 20% for other protocols. It can also be assumed that the solution has stored the full 14 days of packets and 30 days of metadata as per M6 and M7. Data feed will be live during the query, but there will be 5 users concurrent accessing system and performing the query (as per M8). The Crown will not change this requirement from a Mandatory to a Rated.

Question 42

Reference M2 and M76 - References

Reference M2: "OEM vendor must provide one reference of a past or current customer that has deployed the technology within the last five (5) years. The reference must be from a deployment supporting at least 35,000 employees/resources."; and M76 : "Must have experience in Enterprise-sized deployments supporting at least 35,000 employees/resources. Experience must be specific to the products and software being proposed for the RFP. Description of how this experience was gained must be included in bid".

Q: We have successfully managed many large deployments across multiple verticals well in excess of 35,000, but they are not publically sharable due to the sensitivity of their operations. Would the Crown consider reducing the reference size to a deployment supporting at least 30,000 employees/resources for both M2 and M76.

Answer 42

The Crown will accept a reference of a deployment of 30,000 or more given the non-disclosure situation.

Question 42

Reference Annex B Pricing Sheet

Q: The pricing table does not distinguish between Core requirements and Optional Requirements, nor does it distinguish between the configurations. Likewise, its unclear as to where the initial and optional Services and Training is to be included as you are asking for an all inclusive price and not just a per diem charge.

Would the Crown consider adjusting the pricing table to separate each of the Annex A requirements to ensure that the pricing approach is consistently applied and evaluated?

We suggest the following:

1. one table for Initial requirements with the following headings:

- a. Master Console / 2 X Enterprise;
- b. Mandatory Services; and
- c. Training

2. one table for Optional requirements with the following headings:

- a. Additional Enterprise capacity
- b. ISP Capacity
- c. Medium Capacity
- d. Virtual Capacity,
- e. Optional Services; and
- f. Training

Reference Section 5.2 -

The RFP states the following:

- 5.2. The optional component of the contract includes: 5.2.1. Option to purchase maintenance and support for year 2 and 3 of the equipment purchased as part of the core contract requirement (two Enterprise packet capture appliances, and one central manager).
- 5.2.2. Option to purchase additional Enterprise capacity hardware solutions for up to three (3) years at the original bid price.
- 5.2.3. Option to purchase ISP capacity hardware solution for up to three (3) years at the price set by bid.
- 5.2.4. Option to purchase "medium" capacity hardware solution for up to three (3) years at the price set by bid.
- 5.2.5. Option to purchase virtual capacity solution for up to three (3) years at the price set by bid.
- 5.2.6. Option to buy additional five (5) day training package(s) for up to three (3) years at the price set by bid.
- 5.2.7. Option to buy an additional ten (10) days of professional services deployment package for up to three (3) years at the price set by bid.
- 5.2.8. Option to purchase any modules, features, or enhancements that

Q: Can we assume that SSC is only interested in pricing for the capacity itself for each option and not the ongoing maintenance and support cost for each of these options. If so - can you please remove/grey out the support column for each of the optional line items found in the Annex B Pricing Sheet (shown below)?

| Item | Product Code | Product Description | Qty | List price | Firm ur |
|--|--------------|---------------------|-----|------------|---------|
| | A | B | C | D | E |
| Requirements (per Annex A Technical Specifications) | | | | | |
| 1 | | | | \$0 | \$0 |
| 2 | | | | \$0 | \$0 |
| 3 | | | | \$0 | \$0 |
| 4 | | | | \$0 | \$0 |
| 5 | | | | \$0 | \$0 |
| 6 | | | | \$0 | \$0 |
| 7 | | | | \$0 | \$0 |
| 8 | | | | \$0 | \$0 |
| 9 | | | | \$0 | \$0 |
| 10 | | | | \$0 | \$0 |
| 11 | | | | \$0 | \$0 |
| 12 | | | | \$0 | \$0 |
| 13 | | | | \$0 | \$0 |
| 14 | | | | \$0 | \$0 |
| 15 | | | | \$0 | \$0 |
| 16 | | | | \$0 | \$0 |
| 17 | | | | \$0 | \$0 |
| 18 | | | | \$0 | \$0 |
| 19 | | | | \$0 | \$0 |
| 20 | | | | \$0 | \$0 |
| Totals | | | | | |
| Installation Serices per diem (per Annex A Technical Specifications) | | | | | |
| 21 | | Daily Rate | 30 | | |
| | | | | | |
| | | | | | |

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Answer 42

Please refer to question 40

Appendix 002

AMENDMENT TO THE REQUEST FOR PROPOSAL (RFP)

- | | | |
|------------|---------------|---|
| 1.0 | Delete | Annex B –Pricing Sheets Revised February 17, 2016 |
| | Insert | Annex B –Pricing Sheets Revised February 18, 2016 |
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