

Sollicitation No. - N° de l'invitation

10044001/A

Amd. No. - N° de la modif.

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

14-25620-0

File No. - N° du dossier

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C25

CCC No./N° CCC - FMS No./N° VME

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SHARED SERVICES CANADA

Invitation to Qualify (ITQ) Phase of the Network Solutions Supply Chain (NSSC) Procurement Process

ITQ Invitation No.	10044001/A	Date	March 16, 2016
File No.	14-25620-0	GETS Reference No.	PW-15-00680991

Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor, 13-104 P.O. Box 9808 Stn T CSC Ottawa, Ontario K1G 4A8		
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1 GENERAL INFORMATION

- a) This document is an Invitation to Qualify (ITQ) for the Network Solutions Supply Chain (NSSC) initiative that will be used by Canada to obtain "Solutions" and "Maintenance Services" to consolidate and modernize Canada's Local Area Network, IT Security, WAN Connectivity and Data Centre Network infrastructure and to provide Maintenance Services for these Solutions as well as for legacy security and network hardware for Shared Services Canada (SSC) Clients. This will enable SSC to reduce costs, increase security, and enhance program delivery to Canadian citizens and businesses.
- b) This ITQ is neither a Request for Proposal (RFP) nor Request for Supply Arrangement (RFSA) nor a solicitation of bids or tenders. Its purpose is to identify those Respondents that possess the qualifications required by SSC for participation in the next phase of the procurement process. No contract will result from this ITQ. Canada reserves the right to cancel this ITQ at any time during the ITQ phase or any other phase of the procurement process. Given that this ITQ may be cancelled by Canada in part or in its entirety, it may not result in any of the subsequent procurement processes described in this solicitation. Therefore, suppliers who submit a response can choose not to bid on any subsequent solicitation.
- c) Even though certain suppliers may be pre-qualified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.
- d) This ITQ represents the first stage for the procurement of the NSSC for Canada. An overview of the procurement process can be found in Section 3 - Procurement Process.
- e) This requirement is for delivery across Canada. A small portion of this requirement may be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).

1.1 Parts of the Invitation to Qualify (ITQ)

Part 1 - General Information: provides an overview of the requirements for Government of Canada Network Solutions Supply Chain (NSSC).

Part 2 - Respondent Instructions: set out instructions, clauses and conditions of the ITQ, which includes those of the Standard Acquisition Clauses and Conditions (SACC) Manual and some additional instructions and conditions specific to this ITQ.

Part 3 - Procurement Process: provides Respondents with an overview of the phases of the procurement process.

Part 4 - Response Preparation Instructions: provides Respondents with instructions on how to prepare and submit their response to this ITQ.

Part 5 - Security and Financial Requirements: includes information on the security clearances that are required by Canada at certain phases of the procurement process, as well as information on what financial information should be provided to Canada for evaluation during the Request for Supply Arrangement (RFSA) Phase.

Part 6 - Evaluation Procedures and Basis of Qualification: indicates how the evaluation of the ITQ responses will be conducted, the evaluation criteria, and the basis for qualifying the Qualified Respondents that will continue in the procurement process.

Part 7 - Certifications: includes the certifications to be provided with responses.

1.2 Introduction

- a) This ITQ is being issued by Shared Services Canada (SSC). It is intended that the supply arrangements resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients (referred to in this ITQ as SSC's "Clients"). SSC's Clients include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for whom 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. This 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.
- b) Among other methods of supply, SSC currently leverages the existing Network Equipment and Support Services (NESS) procurement vehicle to obtain networking equipment, network security equipment and other related services such as the installation and configuration of equipment for its Clients. SSC also serves its Clients using the Network Infrastructure Management Services (NIMS) procurement vehicle for network equipment maintenance services. Both of these vehicles are nearing end of life.
- c) Therefore, a new procurement vehicle, the Network Solutions Supply Chain (NSSC), is intended to be put in place to replace these end-of-life procurement vehicles. The new vehicle will enable the procurement of network products and services by way of an integrated Service Solution Tiers approach for the design, delivery, installation, operation, administration, maintenance and management of Services, Products, Maintenance Services and Professional Services customized for a set of business requirements. The integrated Service Solution Tiers approach represents an integrated business model that will allow SSC to strategically address its operational needs today and for the upcoming transformational years. It provides SSC with four service solution tiers that can be used in whole, in part, or in combination to address business requirements.
- d) All qualified Service Solution Providers must be capable of providing all four integrated Service Solution Tiers, which will ensure end-to-end accountability for full integration of all NSSC services. The integrated Service Solution Tiers will allow SSC to quickly support new projects and buildings in an integrated fashion, which will reduce risks and human resource capacity concerns. This strategy will also provide SSC with the option to engage multiple Service Providers to deliver large scale national services rapidly. The procurement strategy of using four service solution tiers, and of requiring suppliers to be qualified for all solution tiers, was developed further to consultation with the industry. Submissions were received from 30 suppliers and all submissions were considered in selecting this procurement strategy.
- e) We anticipate that there are many suppliers, including small, medium and large enterprises, with an interest in supplying network and security products to Shared Services Canada and its Clients. Given the broad scope of this requirement, which is in keeping with SSC's legislated mandate to consolidate and standardize the services it provides to its Clients, it may be that many of the interested suppliers will not have the breadth of experience required to qualify. Shared Services Canada encourages those suppliers that qualify pursuant to this ITQ to seek out and engage these smaller suppliers, such as Value Added Resellers, in order to enhance their service offerings.

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Canada is considering including point rated criteria in the RFSA against which Qualified Respondents (QRs) will be assessed during the evaluation that relate to the involvement of small and medium enterprises, including Value Added Resellers, in the proposed solution. Canada is also considering the inclusion of reporting requirements regarding the engagement of small and medium enterprises throughout the life of the Supply Arrangement. During the RRR phase of the procurement, this topic will be discussed with the QRs.

- f) The NSSC four Service Solution Tiers are summarized in Table 1. For the purposes of this ITQ, the definition of the terms in the Table can be found in Annex C.
- g) Respondents must submit responses for Service Solution Tiers 1, 2 and 4. The mandatory evaluation criteria (set out in Annex B1, B2, and B4) focus on the Respondent's experience delivering the requirements for these three Solution Tiers.
- h) It is Canada's intention to require Contractors to provide mandatory Service Solution Tier 2: Maintenance Services for all of the following existing / legacy GC Original Equipment Manufacturer (OEM) products:
- i. A10;
 - ii. Avaya (including legacy Nortel equipment);
 - iii. Bluecoat;
 - iv. Brocade;
 - v. Cisco;
 - vi. F5;
 - vii. Fortinet;
 - viii. HP;
 - ix. IBM;
 - x. Juniper;
 - xi. McAfee;
 - xii. Riverbed; and
 - xiii. Symantec
- i) Although not required for the ITQ response, Respondents should note that the mandatory requirements for Service Solution Tier 3: Remote Monitoring Services will be determined during the RRR Phase. These requirements are expected to include, at a minimum:
- i. Requirement for port-level and device remote monitoring for any OEM products;
 - ii. Remote monitoring, which will include automated Service Desk ticket generation for device incident issues on a 7 x 24 x 365 basis; and
 - iii. Requirements to make the monitoring information immediately available to the GC.

Table 1. Summary of NSSC Solution Tiers

NSSC Solution Tier	Description
Service Solution Tier 1: Networking Solutions:	a) Provisioning of the full spectrum of Network Solutions including Local Area Network (LAN) Solutions, Wide Area Network (WAN) Connectivity Solutions, Data Centre

NSSC Solution Tier	Description
	<p>Network Solutions, IT Security Solutions including all associated hardware, software, licenses, subscriptions, etc.;</p> <p>b) Successful Contractors will be required to make available to Canada all OEM network and security products available from the OEMs that form part of their Tier 1 Solutions (by way of products list) for LAN solutions, routing network solutions, layer 4 – 7 solutions, IT security solutions, optical network solutions, Data Centre Network Solutions, traffic management solutions, wireless LAN solutions; and</p> <p>c) Responsibility and accountability for full integration of all OEM products that are part of the Tier 1 Solutions.</p>
<p>Service Solution Tier 2: Maintenance and Professional Services</p>	<p>a) Maintenance services for any OEM network and security products including the legacy and existing OEM products listed in 1.2 h) owned by SSC Clients; and</p> <p>b) Professional services for installation, configuration and optimization that are part of the Tier 1 Solutions.</p>
<p>Service Solution Tier 3: Remote Monitoring Services</p>	<p>a) Monitoring of GC assets in accordance with Service Level Agreements to be defined by Canada at a later phase of the procurement process;</p> <p>b) Troubleshooting based on GC-defined scripts; and</p> <p>c) Notification of status and escalation of issues to GC Engineering and Architecture.</p>
<p>Service Solution Tier 4: Fully Managed Services</p>	<p>a) Fully Managed services including service solutions from any or all Service Solution Tiers and including any combination of service provider provisioning, ownership and evergreening.</p>

1.3 Terminology

- a) All elements of this document that are mandatory are identified by “must” or “mandatory”. To successfully qualify for further phases of the procurement, the Respondents must meet all mandatory requirements.
- b) The use of the phrase “is requested to” or “should” indicates that it is preferred, but not mandatory, that the Respondents comply with the instructions provided. Failure to comply will not fail a Respondent on that basis alone.

1.4 National Security Exception, Data Sovereignty and Security

- a) Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this procurement.
- b) SSC's goal is to move the Government of Canada to a shared IT infrastructure. The protection of the data within and between this infrastructure is critical to the integrity of government programs and to national security and is also required pursuant to a number of laws, including privacy laws. While all data stored by Canada must be protected against unauthorized access, personal, confidential and sensitive data require even stronger levels of control. Canada's network architecture will be designed with this in mind and a variety of security measures will be included in the Request for Proposals and/or Request for Supply Arrangements and resulting Supply Arrangement and Contract Clauses in this regard.

1.5 Conflict of Interest – Unfair Advantage

- a) In order to protect the integrity of the procurement process, Respondents are advised that Canada may reject a response in the following circumstances:
 - i. if the Respondent, any of its affiliates or subcontractors, or any of their respective employees or former employees was involved in any manner in the preparation of the strategies and documentation related to this procurement process or is in any situation of conflict of interest or appearance of conflict of interest;
 - ii. if the Respondent, any of its affiliates or subcontractors, or any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other suppliers and that would, in Canada's opinion, give or appear to give the Respondent an unfair advantage.
- b) In this regard, Canada advises that it has used the services of a number of private sector consultants/contractors in preparing strategies and documentation related to this procurement process, including the following:
 - i. Coradix Technology Consulting Ltd.;
 - ii. Teksystems;
 - iii. IBISKA Telecom Inc.;
 - iv. Briezie Point Consulting;
 - v. Eagle Professional Resources Inc.;
 - vi. The Employment Solution;
 - vii. Maplesoft Group;
 - viii. Dalian Enterprises Inc.;
 - ix. InTechSec Ltd.;
 - x. TRM Technologies;
 - xi. Veritaaq Technology House Inc.; and
 - xii. Fortezza Consulting.
- c) The experience acquired by a Respondent who is providing or has provided the goods and services described in the ITQ (or similar goods or services) to Canada will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This Respondent remains, however, subject to the criteria established above.

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- d) If Canada intends to disqualify a response under this section, the Contracting Authority will inform the Respondent and provide the Respondent an opportunity to make representations before making a final decision. Respondents who are in doubt about a particular situation should contact the Contracting Authority before the closing date. By submitting a response, the Respondent represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Respondent acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

2 RESPONDENT INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in this ITQ only by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC).
- b) Suppliers who submit a response agree to be bound by the instructions, clauses and conditions of the ITQ.
- c) Standard Instructions – Goods or Services – [Competitive Requirements 2003 \(2014-09-25\)](#)¹ are incorporated by reference into, and form part of, the ITQ, except that:

- i. Wherever the term “bid solicitation” is used, substitute “Invitation to Qualify”;
- ii. Wherever the term “bid” is used, substitute “Response”;
- iii. Wherever the term “Bidder(s)” is used, substitute “Respondent(s)”;
- iv. Wherever the terms “Public Works and Government Services Canada” or “PWGSC” are used, substitute with “Shared Services Canada”;
- v. Section 3 is amended as follows: delete “Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c. 16”;
- vi. Section 7 is replaced by the following:

A response delivered to the address specified on the cover page after the closing date and time but before all responses have been assessed may be considered, provided the Respondent can prove the delay is due solely to a delay in delivery that can be attributed to the Delivery Company. “Delivery Company” means an incorporated courier company, Canada Post Corporation, or a national equivalent of a foreign country. The only pieces of evidence relating to a delay that are acceptable are:

- (A) a cancellation date stamp; or
- (B) a courier bill of lading; or
- (C) a date stamped label

that clearly indicates that the response was received by the Delivery Company before the closing date and time.

Postage meter imprints, whether imprinted by the Respondent or the Delivery Company, are not acceptable as proof of timely mailing.

- vii. Subsection 05(4), which discusses a validity period, does not apply, given that this ITQ invites suppliers simply to qualify. Canada will assume that all suppliers who submit a Response wish to continue to qualify unless they advise the Contracting Authority that they wish to withdraw their Response;

¹ <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/19>

- viii. Regarding Section 01 Integrity Provisions – Bid, Shared Services Canada has adopted PWGSC's 2014 Integrity Framework for bids. However, at SSC, the Integrity Framework is applied only at the time that an instrument (either a contract or a standing offer) is awarded. As a result, SSC does not apply the Integrity Framework to pre-qualification processes, such as ITQs or supply arrangements;
- ix. Delete subsection 20(2);
- x. For the purposes of this ITQ, the PWGSC policies referenced within the Standard Instructions are adopted as SSC policies; and
- xi. If there is a conflict between the provisions of Standard Instructions – Goods or Services – Competitive Requirements 2003 and this document, this document prevails.

2.2 Submission of Responses

- a) Responses must be submitted to the Contracting Authority by the date, time and to the address all indicated on page 1 of the ITQ.
- b) Responses must be submitted to SSC by:
 - i. the Respondent's representative in person; or
 - ii. registered mail; or
 - iii. an incorporated courier company.
- c) If the Respondent plans to deliver the response by hand or by courier to the Contracting Authority, the Respondent is requested to contact the Contracting Authority at SSC.telecomconsultation-consultationtelecom.SPC@canada.ca mailbox at least 48 hours before the closing date to make arrangements for the delivery date and time of its intended response. If the Respondent does not make arrangements 48 hours in advance with the Contracting Authority for delivery of its response, SSC may be able to accommodate the Respondent, but SSC is not responsible for making a representative available to receive the response at any time other than the closing time. Upon receipt of any response delivered by hand or by courier, the Respondent or the courier, as well as the SSC Contracting Authority, must sign an SSC bid receipt confirmation form, a copy of which will be provided to the Respondent or courier company.
- d) Due to the nature of the ITQ, responses transmitted by facsimile or e-mail to Shared Services Canada will not be accepted.
- e) Respondents intending to submit a response are requested to send an e-mail notification to SSC.telecomconsultation-consultationtelecom.SPC@canada.ca prior to the closing date indicating their intention to submit a response.

2.3 Enquiries and Comments During the ITQ Response Period

- a) All enquiries regarding this ITQ must be submitted by email to SSC.telecomconsultation-consultationtelecom.SPC@canada.ca no later than 15 Federal Government Working Days (FGWDs) before the ITQ closing date. Enquiries received after that time may not be answered.

- b) Respondents should reference as accurately as possible the section and numbered item of the ITQ to which the enquiry relates. Care should be taken by Respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer.
- c) Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Respondents. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada.

2.4 Applicable Laws

- a) The relations between the parties will be governed by the laws in force in the Province of Ontario, unless otherwise specified in 2.4 b).
- b) A Respondent may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its response, by inserting the name of the Canadian province or territory of its choice in the ITQ Submission Form (Annex A). If no other province or territory is specified, the Respondent acknowledges that the laws of Ontario are acceptable to it.

2.5 Language

- a) Respondents are requested to identify in the ITQ Submission Form (Annex A), which of Canada's two official languages it will use for future communications with Canada and, if successful in the ITQ evaluation, for all subsequent phases of the procurement process.

3 PROCUREMENT PROCESS

3.1 Overview

This ITQ is the first phase in the procurement process for the Project, other than the industry consultations that took place to inform SSC's development process for its requirements. Although the procurement process remains subject to change (and even to cancellation, in accordance with SSC's Standard Instructions), Canada currently anticipates that the procurement process will be conducted in the following phases:

- a) **ITQ Phase:** This ITQ will be used to qualify Respondents to participate in any subsequent phases of the procurement process.
- b) **Review and Refine Requirements (RRR) Phase:** The RRR process with the Qualified Respondents will follow the ITQ phase. The objective of the RRR phase is to obtain feedback from Qualified Respondents on Canada's preliminary requirements for the Project. It is intended to be a collaborative process and may involve interactions such as workshops, one-on-one sessions, and written questions and answers. Canada will consider the feedback provided by Qualified Respondents when refining the requirements and preparing its procurement documents for the Project. Further details regarding the RRR phase will be provided to those Respondents who qualify as a result of this ITQ phase.
- c) **Request for Supply Arrangements (RFSA) Phase:** Canada anticipates releasing an RFSA to those Qualified Respondents who remain qualified at the time the RFSA is released. Qualified Respondents will submit their RFSA responses and Canada will then evaluate the responses and select the successful Qualified Respondents to proceed to the next Phase. Any Supply Arrangements will only be awarded after completion of the RFSA Phase and any necessary internal approvals have been received. Canada is currently considering awarding three to five Supply Arrangements for 7 years, plus 3 one-year optional periods based on four integrated Service Solution Tiers, but this will be confirmed in the RFSA when it is released.
- d) **SCSI Assessment:** Qualified Respondents will be required to submit "Supply Chain Security Information" (SCSI) for assessment by Canada in relation to supply chain integrity. Canada currently anticipates that this will take place during the RFSA phase. Further details regarding the SCSI Assessment will be provided to Qualified Respondents at a later stage.

4 RESPONSE PREPARATION INSTRUCTIONS

4.1 Response Preparation Instructions

a) **Copies of Response:** Canada requests that:

- i. Respondents not include any pricing, brochures or promotional materials in their responses.
- ii. Respondents provide 3 hard copies and 2 soft copies on CD/DVD of their response.

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- iii. **Format for Response:** Respondents follow the format instructions described below in the preparation of their responses:
 - (A) Use 8.5 x 11 inch (216 mm x 279 mm) paper or A4 8.27" x 11.68 inch (210 mm x 297 mm) paper;
 - (B) Use a numbering system that corresponds to that of the ITQ;
 - (C) Include a title page at the front of each volume of the response that includes the title, date, solicitation number, Respondent's name and address and contact information of its representative; and
 - (D) Include a table of contents.
- iv. Soft copies of the responses be in a format that is compatible with Microsoft Office 2010 or Adobe Acrobat version 6 or greater.
- v. **Canada's Policy on Green Procurement:** In accordance with a policy that Canada issued in April 2006, directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process (see the [Policy on Green Procurement](#))², and to assist Canada in reaching its objectives pertaining to this policy, Respondents use:
 - (A) paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
 - (B) an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

4.2 Submission of Only One Response

- a) A Respondent can be a corporation, a partnership or a joint venture.
- b) 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 (participating means being part of the Respondent, not being a subcontractor), Canada will provide those Respondents with 2 FGWDs 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.

² <http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>

- c) For the purposes of this article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is an individual, corporation, partnership, etc.) an entity will be considered to be "related" to a Respondent if:
- i. they are the same legal entity (i.e., the same individual, corporation, partnership, limited liability partnership, etc.);
 - ii. they are "related persons" or "affiliated persons" according to the [Canada Income Tax Act](#);³
 - iii. they have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - iv. they otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- d) Despite the above, a Respondent may act as a subcontractor to another Respondent. However, subcontractors may not be permitted to participate in the Review and Refine Requirements Phase.
- e) Any individual, sole proprietorship, corporation or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.
- i. Example 1: Supplier A does not itself have all the experience required by the ITQ. However, Supplier B has the experience that Supplier A lacks. If Supplier A and Supplier B decide to team up to submit a response together as a joint venture, both entities are together considered the Respondent. Neither Supplier A nor Supplier B can team up with another supplier to submit a separate response, because each is already part of a Respondent.
 - ii. Example 2: Supplier X is a Respondent. Supplier X's subsidiary, Supplier Y, decides to team up with Supplier Z to submit a response as a joint venture. Suppliers Y and Z, as well as Supplier X, will all be asked to determine which one of the two responses will be considered by Canada. Both responses cannot be submitted, because Supplier Y is related to Supplier X as an affiliate.
- f) By submitting a response, the Respondent is certifying that it does not consider itself to be related to any other Respondent.

4.3 Contents of Response

- a) A complete response to this ITQ consists of all of the following documents, each of which is described in detail below:
- i. ITQ Submission Form: Annex A (Requested on Closing Date)
 - ii. ITQ Project Reference Forms: (Mandatory on Closing Date)
 - Annex B1 (Solution Tier 1)
 - Annex B2 (Solution Tier 2)
 - Annex B4 (Solution Tier 4)

³ <http://laws-lois.justice.gc.ca/eng/acts/l-3.3/page-1.html>

4.4 ITQ Response Submission Form – Annex A

- a) Respondents are requested to include a completed ITQ Submission Form (Annex A) with their Responses. The Form provides a common form in which Respondents can provide information required for evaluation. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so.

4.5 ITQ Project Reference Forms – Annexes B1, B2 and B4

- a) Respondents should use the Project Reference Forms provided to facilitate the provision of the required information. While the use of the forms is not mandatory, respondents must clearly demonstrate that they meet each of the mandatory experience requirements detailed in Annexes B1, B2 and B4. Simply repeating the requirement does not, in itself, demonstrate that a Respondent has the experience required. Sufficient details are required. Respondents are requested to use the same terminology used in this ITQ; if a Respondent uses different terminology, that Respondent is requested to define the terminology so that Canada can accurately assess whether the experience meets the requirements of this ITQ.
- i. Respondents should add extra Project Reference Forms when multiple references are provided.
- b) The Respondents' experience will be evaluated on a simple pass/fail (i.e., compliant / non-compliant) basis. Respondents that fail to meet any of the mandatory experience requirements will be disqualified.
- c) The project references required for the mandatory experience requirements do not have to be the same. As an example, the Customer Organization for the Annex B1 experience requirements could be ABC Co., while the Customer Organization for the Annex B2 experience requirements could be XYZ Ltd.
- d) In the case of a joint venture Respondent, each project reference given can be from a different joint venture member. The project references are not required to be projects performed by the joint venture Respondent itself.
- e) Respondents are requested to indicate the page number(s) in their supporting project documentation that addresses a particular mandatory corporate technical experience requirement.
- f) Other than in the case of joint ventures, which are discussed further above, Canada will only consider the experience of the Respondent itself (not including any affiliate of the Respondent), subject to the following:
- i. the experience of a corporate predecessor will be evaluated as experience of the Respondent if:
- (A) The corporate predecessor amalgamated with another corporation to form the Respondent; or
- (B) All or substantially all the assets of the corporate predecessor were acquired by the Respondent, the majority of the corporate predecessor employees became employees of the Respondent, and both the corporate predecessor and the Respondent carry on essentially the same business; or
- (C) All or substantially all of a specific business unit that was responsible within the corporate predecessor for the work connected with the experience requirement has been transferred to the Respondent, along with all or

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substantially all the employees of that business unit, and the Respondent continues to carry on essentially the same business as that business unit;

- g) The Customer Organization for each project reference must not be related to the Respondent (i.e., the Customer Organization must not be an affiliate and must deal at arm's length with the Respondent in order to be considered as a project reference).
- h) Respondents' experience may be acquired as the prime contractor or in the capacity as a subcontractor. If relying on experience gained as a subcontractor, the Respondent must provide (in addition to providing contact information for the Customer Organization), the name of the prime contractor and a contact person with the prime contractor who can confirm the work performed by the Respondent as its subcontractor.

5 SECURITY AND FINANCIAL REQUIREMENTS

5.1 Security Clearance Requirement

- a) Security clearance is an important corporate requirement. Canada will require the successful bidder(s) to meet the security requirements set out in the Annex D - SRCL before any Supply Arrangement is issued or any contract is awarded.
- b) Additional personnel security vetting may be required – as certain sites may require special security verification.
- c) For more information on personnel and organization security screening please visit PWGSC's [Industrial Security Program \(ISP\)](#)⁴. Respondents can also contact CISD by telephone at 1-866-368-4646, or (613) 948-4176 in the National Capital Region.
- d) Canada reserves the right to revise the security requirements following the ITQ Phase. Canada will provide the RFP/RFSAs, Supply Arrangement and Contract security clauses at a subsequent phase of this procurement process.

5.2 Financial Capability

- a) It is anticipated that SACC Manual clause [A9033T \(2012-07-16\)](#)⁵ Financial Capability, will apply to the resulting RFSAs Phase; except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the Contract to the Bidder on the condition that the parent company grant a performance guarantee to Canada."
- b) In the case of a joint venture, each member of the joint venture will also have to meet the financial capability requirements.
- c) Financial capability will be evaluated during the RFSAs Phase.

⁴ <http://iss-ssi.pwgsc-tpsgc.gc.ca/index-eng.html>

⁵ <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/A/A9033T/8>

6 EVALUATION PROCEDURES AND BASIS FOR QUALIFICATION

6.1 General Evaluation Procedures

- a) Responses will be assessed in accordance with the entire requirement of the ITQ including the evaluation criteria.
- b) An evaluation team composed of GC representatives will evaluate the ITQ responses on behalf of Canada. Canada may hire any independent consultant, consulting firm or use any Government resources, to evaluate any ITQ Response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- c) Through a competitive solicitation, SSC has engaged Samson & Associates as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the responses with respect to Canada's adherence to the evaluation process described in this ITQ.
- d) In addition to any other time periods established in the ITQ:
 - i. **Requests for Clarifications:** If Canada seeks clarification or verification from the Respondent about its response, including certifications, the Respondent will have 2 FGWDs (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the response being declared non-responsive.
 - ii. **Extension of Time:** If additional time is required by the Respondent, the Contracting Authority may, following receipt of a written request from the Respondent, grant an extension in his or her sole discretion.
- e) Each response will be reviewed to determine whether it meets the mandatory requirements of the ITQ.

6.2 Evaluation of ITQ Submission Form

- a) The ITQ Submission Forms will be evaluated for completeness. If Canada determines that the information required by the ITQ Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so. The Respondent will have 2 FGWDs (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to comply with the request of the Contracting Authority and provide any required information within the requested time period will result in the response being disqualified.

6.3 Evaluation of Compliance with Mandatory Experience Requirements

- a) The responses to Annexes B1, B2 and B4 will be evaluated against the mandatory requirements.
- b) Each mandatory experience requirement will be evaluated separately on a pass/fail basis.
- c) Canada is not obliged to, but may in its discretion, contact the primary reference or, in accordance with paragraph (e), the backup reference, in order to validate that any information provided by the Respondent about work performed for that reference is accurate. Canada may conduct the reference check with respect to none, some or all of the mandatory experience requirements. Canada will conduct any project reference validation check in writing by e-mail by sending the reference (primary or backup)

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a copy of the completed and signed ITQ Project Reference Form. Canada will email (copying) the Respondent's contact when an e-mail is sent out for project reference validation checks.

- d) If Canada chooses to contact one or more references to validate information provided by a Respondent, Canada must receive the reference's response within 5 FGWDs from the date of the request. On the third FGWD after sending out the e-mail(s), if Canada has not received a response from the reference, Canada will notify the Respondent by e-mail, to allow the Respondent to contact its primary or backup reference directly to ensure that it responds to Canada within 5 FGWDs of the initial request. If Canada does not receive confirmation (within 5 FGWDs) from either the primary or backup reference (as applicable) that the information on the signed ITQ Project Reference Form is accurate (or that any inaccuracies are not material to whether or not the project meets the mandatory requirements), that Respondent's Project Reference will not be considered in the evaluation. Canada may also contact a primary or backup reference for clarification purposes, either by email or by telephone.
- e) If during reference validation by Canada it becomes apparent that the address, telephone number, or email address for any of the references is incorrect or missing, the Respondent will be permitted to provide the correct address, telephone number, or email address within 3 FGWD of a request by Canada. If the named individual for the primary reference is unavailable because they are on leave, or no longer working for that organization, Canada will contact the backup reference from the same Customer Organization. This is the only circumstance in which the back-up will be contacted.
- f) Respondents will not be permitted to submit an alternate project, Customer Organization, or contact name after the closing date of this ITQ unless SSC runs a second qualification round.

6.4 ITQ Phase Second Qualification Round

- a) SSC reserves the right, in its sole discretion, to run a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.
- b) If SSC determines that unsuccessful Respondents will be given a second opportunity to qualify, SSC will provide written debriefs to all unsuccessful Respondents at the same time.
- c) Any Respondent who does not qualify after the second attempt will not be given another opportunity to participate or be re-evaluated for the subsequent procurement phases.

7 CERTIFICATIONS

Compliance with the certifications Respondents provide to Canada is subject to verification by Canada during the response evaluation period, during the subsequent phases of the procurement process described in this ITQ, and after award of any resulting contract(s). The Contracting Authority will have the right to ask for additional information to verify the Respondents' compliance with the certifications at any time. The Respondent's response will be disqualified if any certification made by the Respondent is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also result in the response being disqualified.

Respondents are requested to use the ITQ Submission Form to provide these certifications. For a joint venture bidder, the certifications requested below are required for each member of the joint venture.

7.1 Former Public Servant Certification

- a) Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Respondents must provide the information required below. Respondents are requested to provide this information in their ITQ Submission Form.
- b) For the purposes of this clause,
 - i. **"former public servant"** means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:
 - (A) an individual;
 - (B) an individual who has incorporated;
 - (C) a partnership made of former public servants; or
 - (D) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.
 - ii. **"lump sum payment period"** means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.
 - iii. **"pension"** means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.
- c) If the Respondent is an FPS in receipt of a pension as defined above, the Respondent must provide the following information:
 - i. name of former public servant;
 - ii. date of termination of employment or retirement from the Public Service.

- d) If the Respondent is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Respondent must provide the following information:
- i. name of former public servant;
 - ii. conditions of the lump sum payment incentive;
 - iii. date of termination of employment;
 - iv. amount of lump sum payment;
 - v. rate of pay on which lump sum payment is based;
 - vi. period of lump sum payment including start date, end date and number of weeks; and
 - vii. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.
- e) For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.
- f) By submitting a response, the Respondent certifies that the information submitted by the Respondent in response to the above requirements is accurate and complete.

7.2 Federal Contractors Program – Certification

- a) The Respondent must provide the Contracting Authority with a completed Federal Contractors Program for Employment Equity Certification before contract award. If the Respondent is a joint venture, the bidder must provide the Contracting Authority with this certification for each member of the joint venture. Bidders are requested to provide this certification in their Bid Submission Form.
- b) Respondents are requested to provide the information in the ITQ Submission Form regarding their compliance with the Program.
- c) Canada will have the right to declare a response non-responsive if the Respondent, or any member of the Respondent if the Respondent is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.
- d) Canada will also have the right to terminate the Supply Arrangement and any issued Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Supply Arrangement and any issued Contract.
- e) The Respondent is requested to provide the Contracting Authority with the information required by the ITQ Submission Form. If the Respondent is a joint venture, the Respondent must provide the Contracting Authority with a completed certification for each member of the joint venture.

8 ANNEX A: ITQ SUBMISSION FORM

ITQ SUBMISSION FORM	
Respondent full legal name	
Authorized Representative of Respondent for evaluation purposes (e.g. clarifications)	Name:
	Title:
	Address:
	Telephone #:
	Email:
	Procurement Business Number:
Canada's Official Language in which the Respondent will communicate with Canada during any subsequent process - indicate either English or French	
Former Public Servants See Part 7 of the ITQ entitled Former Public Servant Certification for a definition of "Former Public Servant". This requirement applies to the Respondent. In the case of a joint venture Respondent, the requirement applies to each member of the joint venture.	Is the Respondent in receipt of a pension as defined in this solicitation? Yes ____ No ____ If yes, please provide the information required by the Article in section 7.1 entitled "Former Public Servant Certification".
	Is the Respondent a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, please provide the information required by the Article in section 7.1 entitled "Former Public Servant Certification".
Federal Contractors Program for Employment Equity Certification <i>Please see the section 7.2 above.</i> <i>Please check one of the boxes or provide the required information. If you are submitting a response as a joint venture, please provide this information for each member of the joint venture.</i>	The Respondent certifies having no work force in Canada.
	The Respondent certifies being a public sector employer.
	The Respondent certifies being a federally regulated employer subject to the <i>Employment Equity Act</i> .
	The Respondent certifies having a combined work force in Canada of fewer than 100 permanent full-time, part-time and temporary employees.
	The Respondent has a combined workforce in Canada of 100 or more permanent full-time, part-time and temporary employees.

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	Valid and current Certificate number.	
	The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour.	
Applicable Laws (the Respondent may insert the Canadian province or territory of its choice; otherwise, the applicable laws of Ontario will apply)		
<p>As the authorized representative of the Respondent, by signing below, I confirm that I have read and understood the entire ITQ including the documents incorporated by reference into the ITQ and the entire Response, and I certify that:</p> <ol style="list-style-type: none"> 1. The Respondent meets all the mandatory requirements described in the ITQ; and 2. All the information provided in the ITQ Response is complete, true and accurate. 		
Signature of the authorized representative of the Respondent	Name	
	Phone	
	Email	
	Signature	

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9 ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1

Service Solution Tier 1: Networking Solutions:	
Mandatory Experience Requirement #1	
Respondent Name	
Respondent Address	

The Respondent must have previously provided each of the following to a Customer Organization for 24 continuous months during the 15 years prior to the ITQ closing date:

- i. The Respondent must have provided at least 3 LAN solutions, each located at least 100 km apart, that collectively serve at least 10,000 users;
- ii. The Respondent must have provided at least 3 routing network solutions, each located at least 100 km apart, that collectively serve at least 10,000 users;
- iii. The Respondent must have provided at least 3 layer 4 – 7 network solutions, each located at least 100 km apart, that collectively serve at least 10,000 users;
- iv. The Respondent must have provided at least 3 IT security solutions, each located at least 100 km apart, that collectively serve at least 10,000 users;
- v. The Respondent must have provided at least 3 optical network solutions, each located at least 100 km apart, that collectively serve at least 10,000 users;
- vi. The Respondent must have provided at least 3 data centre network solutions, each located at least 100 km apart, that collectively serve at least 10,000 users;
- vii. The Respondent must have provided at least 3 traffic management solutions, each located at least 100 km apart, that collectively serve at least 10,000 users; and
- viii. The Respondent must have provided at least 3 wireless LAN solutions, each located at least 100 km apart, that collectively serve at least 10,000 users.

With respect to the above, a different Customer Organization can be used for each solution, but multiple Customer Organizations cannot be used to meet the requirement described for a single solution.

The Respondent must provide a detailed description of how it meets the above requirement and must provide Customer Organization References so that SSC may validate the information provided by the Respondent with its customer.

Unless the Respondent has provided all of the above 8 solutions to a single Customer Organization, the Respondent will need to submit multiple forms to provide the required information. There should be a separate form for each Customer Organization, and that form must describe each of the solutions provided to that Customer Organization.

For the purposes of this ITQ, locations that are at least 100 km apart, as measured using Google Maps Directions by choosing the shortest route, will be considered to be compliant.

Please provide the street address of each of the three locations for each requirement.

Entity under contract to Customer Organization to perform the project reference		
Solutions for which equipment was provided to this Customer Organization (e.g., insert LAN solutions, routing network solutions, etc., as applicable)		
Prime Contractor information for experience acquired as a Subcontractor	Company Name	
	Contact Name	
	Telephone	

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(Complete if Applicable)	Email Address	
Project Name		
Project Duration (including start date, completion of implementation and end date, if applicable)		
Detailed description of the work performed and experience gained with respect to <u>each</u> of the solutions (for the list above in the requirement) delivered to this Customer Organization.		
Name of Customer Organization		
Primary Contact for Customer Organization	Name	
	Telephone	
	Email Address	
Backup Contact for Customer Organization	Name	
	Telephone	
	Email Address	

10 ANNEX B2: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 2

Service Solution Tier 2: Maintenance and Professional Services		
Mandatory Experience Requirement 2		
Respondent Name		
Respondent Address		
<p>The Respondent must have experience providing, for a period of at least 24 continuous months during the 15 years prior to the ITQ closing date, maintenance services and professional services for the OEM products that the Respondent used to provide services similar to Service Solution Tier 1 services to a Customer Organization that has a minimum of 500 physical sites and where at least 10 of the sites were at least 400 km distant from other sites.</p> <p>The Respondent must provide a detailed description of how it meets the above requirement and must provide Customer Organization References, so that SSC may validate the information provided by the Respondent with its customer.</p>		
Entity under contract to Customer Organization to perform the project reference		
Prime Contractor information for experience acquired as a Subcontractor (Complete if Applicable)	Company Name	
	Contact Name	
	Telephone	
	Email Address	
Project Name		
Project Duration (including start date, completion of implementation and end date, if applicable)		
Project Description (e.g. work performed, experienced gained)		
Name of Customer Organization		
Primary Contact for Customer Organization	Name	
	Telephone	
	Email Address	
Backup Contact for Customer Organization	Name	
	Telephone	
	Email Address	

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11 ANNEX B3: SERVICE SOLUTION TIER 3

This page intentionally left blank. This Service Solution Tier is not being evaluated at the ITQ stage of this procurement process.

12 ANNEX B4: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 4

Service Solution Tier 4: Fully Managed Services		
Mandatory Experience Requirement 4		
Respondent Name		
Respondent Address		
<p>The Respondent must have experience providing, for a period of at least 24 continuous months during the 15 years prior to the ITQ closing date, fully managed services to a Customer Organization that included each of the following components:</p> <ul style="list-style-type: none"> i. Asset provisioning; ii. Asset ownership options; iii. Asset evergreening; iv. Customer Organization pricing model options; v. Service Reporting; vi. Service Portal; and vii. Service Desk with an IVR (Integrated Voice Response) system that enables choice of language. <p>The Respondent must provide a detailed description of how it meets each of the above requirements and must provide a Customer Organization Reference, so that SSC may validate the information provided by the Respondent with its customer.</p>		
Entity under contract to Customer Organization to perform the project reference		
Prime Contractor information for experience acquired as a Subcontractor (Complete if Applicable)	Company Name	
	Contact Name	
	Telephone	
	Email Address	
Project Name		
Project Duration (including start date, completion of implementation and end date, if applicable)		
Project Description (e.g. work performed, experienced gained)		
Name of Customer Organization		
Primary Contact for Customer Organization	Name	
	Telephone	

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	Email Address	
Backup Contact for Customer Organization	Name	
	Telephone	
	Email Address	

13 ANNEX C: ITQ DEFINITIONS

Term	Definition
Customer Organization	The organization that was the ultimate recipient of the Solutions or services.
Data Centre Network Solution	A Solution for networks at a Data Centre. Examples include: core LAN Switches, access LAN Switches, Routers, SAN Fibre Channel Switches, Application Delivery Controllers, Domain Name System (DNS), IP address management, network monitoring, network provisioning, Software Defined Network (SDN), network virtualization.
Evergreening	Evergreening, in the IT industry, typically refers to the practice and processes required to keep hardware, software and other resources up to date to maintain organizational productivity.
Federal Government Working Day (FGWD)	<p>A calendar day, except for Saturday, Sunday and the following holidays:</p> <ol style="list-style-type: none"> 1) New Year's Day¹; 2) Good Friday and Easter Monday; 3) Victoria Day; 4) St-Jean Baptiste Day¹; 5) Canada Day¹; 6) 1st Monday in August; 7) Labour Day; 8) Thanksgiving Day; 9) Remembrance Day¹; 10) Christmas Day¹; and 11) Boxing Day². <p>¹If this holiday occurs on a Saturday or Sunday, then the following Monday will be a holiday.</p> <p>²If this holiday occurs on a Saturday, then the following Monday will be a holiday. If this holiday occurs on a Sunday or Monday, then the following Tuesday will be a holiday.</p>
IT Security Solutions	Solutions for IT Security. Examples include: security monitoring (event logging and auditing, incident management, and compliance), SIEM, firewalls and proxies, wireless security, anti-malware (anti-Virus, anti-

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Term	Definition
	Spam, anti-adware, and anti-Phishing), web content filtering, intrusion detection and prevention (network, host), forensics analysis, content management, whitelisting/blacklisting (network, application), data loss prevention, vulnerability management, and penetration testing.
Local Area Network (LAN) Solutions	A Solution for Local Area Network (LAN).
Professional Services	Technical or unique functions performed by independent contractors or consultants whose occupation is the rendering of such functions.
Security Information and Event Management (SIEM)	Software products and services combining security information management (SIM) and security event management (SEM). SIEM technology provides real-time analysis of security alerts generated by network hardware and applications.
Service Portal	A web-based (IP accessible) system that provides access to data (e.g. reports, documents etc).
Solution	Integrated approach for the design, delivery, installation, operation, administration, maintenance and/or management of Services, Products, Maintenance Services and Professional Services, customized for a set of business requirements.
Supply Arrangement	A supply arrangement is defined as a method of supply that is used to establish a pool of suppliers when there is a recurring need for a certain type of good or service and there is a desire to compete the requirement.
Supply Chain Integrity (SCI) Assessment	An assessment process of the Qualified Respondents' IT product and subcontractors to assess adherence to supply chain integrity standards.
WAN Connectivity Solution	A Solution for interconnecting services to a Wide Area Network (WAN) and/or Metropolitan Area Network (MAN) (excludes the network facilities). Examples include: Routers, Optical Switches, WAN Optimization, caching, VPNs, Software Defined Network (SDN), Network Function Virtualization (NFV).

14 ANNEX D: SECURITY REQUIREMENTS CHECKLIST (SRCL)



Contract Number / Numéro du contrat 10044001/A (14-25620)
Security Classification / Classification de sécurité Unclassified

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Shared Services Canada	2. Branch or Directorate / Direction générale ou Direction Network and End User Branch
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Network Solutions Supply Chain (NSSC) will be used by Canada to obtain Solutions to consolidate and modernize Canada's: Local Area Network, IT Security, WAN Connectivity and Data Center Network infrastructure and services and to establish Maintenance Services for Legacy Security and Network Hardware and Software Licenses at Canada Sites for SSC Clients.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)	<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input checked="" type="checkbox"/> See Security Guide	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Sollicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

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8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity: **See Security Guide**
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux : **See Security Guide**

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui
See Security Guide

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui
Secure Terminal Equipment (STE)

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

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PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>										<input checked="" type="checkbox"/>	
IT Media / Support TI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>														
IT Link / Lien électronique	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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Security Guide

Network Solutions Supply Chain (NSSC)

- The NSSC procurement has four service solution tiers that **MUST** be provided by each solution provider:
 - Tier 1: Networking Solutions**
 - Tier 2: Maintenance and Professional Services**
 - Tier 3: Remote Monitoring Services**
 - Tier 4: Fully Managed Services**
- The NSSC security requirements in the table below document requirements for Protected A and Protected B data environments.
- Requirements for the Protected C, Classified Data environments will be identified with additional SRCL requirements on a case by case basis.
- Unless otherwise indicated, unscreened personnel cannot be used.
- Depending on the building and department, special facility access may be required. Other departments may have secure facility requirements dependent upon the building.

Role /Function	Clearance Level (CISD)	Canadian Citizenship	Applies to Service Solution Tiers	Details
Contractor field technician performing equipment installation for a non-classified information system. Field technician does not have user privilege to access the software configuration of the installed equipment	Enhanced Reliability	No	ALL	Unscreened personnel may not be used. Escort may be required depending on the facility
Contractor field technician performing equipment installation for a classified information system, or for a non-classified information system if specified by Canada.	Secret	No	ALL	Unscreened personnel may not be used. Escort may be required depending on the facility
Contractor personnel having user privilege to access the software configuration of any NSSC installed/supported equipment.	Secret	No	ALL	Unscreened personnel may not be used.
Contractor field technician performing maintenance service on a non-classified information system. Field technician does not have user privilege to access the software configuration of the installed equipment	Enhanced Reliability	No	ALL	Unscreened personnel may not be used. Escort may be required depending on the facility
Contractor field technician performing maintenance service on a classified information system, or for a non-classified information system if specified by Canada.	Secret	No	ALL	Unscreened personnel may not be used. Escort may be required depending on the facility
Contractor resource performing professional services work for a non-classified information system.	Enhanced Reliability	No	ALL	Unscreened personnel may not be used. Escort may be required for access to Canada facility.
Contractor resource performing professional services work for a	Secret	No	ALL	Unscreened personnel may not be used.

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Role /Function	Clearance Level (CISD)	Canadian Citizenship	Applies to Service Solution Tiers	Details
classified information system, or for a non-classified information system if specified by Canada.				Escort may be required for access to Canada facility.
Contractor resource performing remote management and/or maintenance activities on NSSC installed/supported equipment.	Secret	No	ALL	Unscreened personnel may not be used.
Contractor resource provided with a User account on a Canada non-classified network.	Enhanced Reliability	No	ALL	Unscreened personnel may not be used. Contractor and Contractor resource must be registered with the PWGSC Controlled Access Program for a DND DWAN account, or for any other network account as specified by Canada.
Contractor resource provided with a User account on a Canada classified network, or a non-classified network if specified by Canada.	Secret	No	ALL	Unscreened personnel may not be used. Contractor and Contractor resource must be registered with the PWGSC Controlled Access Program for a DND DWAN account, or for any other network account as specified by Canada.
Any personnel with physical access to the Contractor's IT Service Management Infrastructure (includes cleaning staff)	Enhanced Reliability	No	ALL	Unscreened personnel may not be used.
Contractor key resources identified in the RFP during the design or evaluation stages.	Enhanced Reliability	No	ALL	Unscreened personnel may not be used.
OEM support personnel.	n/a	n/a	ALL	The contractor must obtain Technical Authority approval before providing any GCNet LAN data or information to 4 th level OEM support. This resource must not have direct physical access to the SSC GcNet LAN infrastructure; however, they can work on issues and problems specific to their expertise level with security cleared contractor personnel who have access to the data. If the 4 th level support is at a Contractor GcNet LAN service delivery point, they must be escorted by security cleared Contractor personnel.
Contractor resources with access to the Secure Terminal Equipment (STE) at Contractor location(s).	Secret	Yes	ALL	a) Physical access to STE must be restricted to authorized Operators in the Security Operations Zone; b) Contractor must have a COMSEC account; and c) Contractor and Contractor resource must be registered with the PWGSC Controlled Goods Program. d) The Contractor or sub-contractor may require installation and access to install

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Role /Function	Clearance Level (CISD)	Canadian Citizenship	Applies to Service Solution Tiers	Details
				STE equipment at their sites.
Resource with access to any physical location where service Infrastructure is located.	Secret	No	ALL	Unscreened personnel that are accompanied by an escort at the required clearance level can have transient access to the facilities where the service Infrastructure is located provided that Operator Console displays have been protected from viewing by the unscreened personnel
Resource with access to an Operator Console in the service Operations Management Zone, service Security Operations Zone and Contractor Security Operations Zone	Secret	No	ALL	Unscreened personnel that are accompanied by an escort at the required clearance level can have transient access (includes cleaning staff) to the facilities where the Operator Consoles are located provided that the Operator Console displays have been protected from viewing by the unscreened personnel