

Part 1 - Introduction

This Request for Information (RFI) is issued solely for information and planning purposes and does not constitute a solicitation or obligation on the part of the National Energy Board of Canada (NEB). Neither unsolicited proposals nor any other kind of offers will be considered in response to this RFI. Vendors will not be reimbursed any costs associated with developing responses and/or providing information in response to this RFI and/or any follow-up information requests.

Any information submitted in response to this RFI will become the property of the NEB and will not be returned. Any/all information received in response to this RFI that is marked Proprietary will be handled accordingly. Such restrictions should be clearly indicated on each sheet containing such information.

A Request for Information (RFI) is used when detailed information and feedback are required. Responses are used to assist the NEB in finalizing their plans for the requirement and in developing achievable objectives and deliverables in order to launch a competitive Request for Proposal process.

The main objectives of this RFI are to:

1. Refine the requirement;
2. Meet with respondents; and
3. Ensure that the expectations are reasonable.

This is not a bid solicitation. A contract will not result from this activity.

This RFI is for informational purposes only and does not constitute a commitment by the NEB. Responses to this RFI will not constitute a commitment from the industry provider. The NEB will not reimburse any expenses incurred for the preparation of responses to this RFI.

CONFIDENTIALITY

All information contained in this RFI must be treated as confidential. All information obtained with this RFI is treated as confidential. Any/all information received in response to this RFI that is marked Proprietary will be handled accordingly. Such restrictions should be clearly indicated on each sheet containing such information.

Part 2 Respondent Instructions

1. Responses are to be submitted electronically to the following address:

Lorna.Kettles@neb-one.gc.ca

2. It is requested that responses are not submitted by facsimile (fax) or physical mail, but rather only in softcopy format, submitted to the electronic mailing address above.

3. Any response submitted will become the sole property of the National Energy Board and will not be returned to the Respondent. The response will be used to assist the NEB in further analysing the presented requirement and, as such, may be used in the development of a future solicitation process.

4. The RFI document is available on <https://buyandsell.gc.ca>.

5. Response required by: 14:00 MT on May 4, 2016.

6. Inquiries

Please address all inquiries about this RFI to the Contracting Authority:

Lorna Kettles
Management Services
The National Energy Board
517 10th Ave SW
Calgary AB, T2R 0X8
Telephone: 403-471-7924
E-mail: Lorna.Kettles@neb-one.gc.ca

To ensure the equality of information among bidders, answers to enquiries will be forwarded through Buy and Sell simultaneously to every bidder without revealing the sources of the inquiry.

Part 3 – Statement of Work

Title

Data Centre Colocation Services – National Energy Board, Calgary AB

Background

The National Energy Board (NEB or the Board) is an independent federal, quasi-judicial regulator established in 1959 to promote safety and security, environmental protection and economic efficiency in the Canadian public interest within the mandate set by Parliament for the regulation of pipelines, energy development and trade. For more information see the Board's web site www.neb-one.gc.ca.

Objective

The objective of the RFI is to gather information from respondents to provide colocation services in order to prepare for a competitive Request for Proposal process.

Requirement and Scope

The NEB requires two (2) connected colocation facilities to house and operate NEB owned IT equipment. The NEB Main Office site, located at 517 Tenth Avenue, SW will require high-speed low latency connectivity to the facilities. Regional Office sites located in Vancouver and Montreal will require Government of Canada (GoC) Shared Services Canada (SSC) Departmental WAN (DWAN) connectivity (as provisioned by AllStream) to both facilities as well.

The two facilities provide the NEB with the ability to physically separate production level infrastructure from disaster recovery and back-up systems. The facilities must be adequately geographically distant from each other so as to be reasonably in a different 'disaster footprint' while geographically close enough to the NEB's home office in downtown Calgary to be serviceable by our local infrastructure team. Both locations are to be local to the Calgary area, and physically accessible to our NEB infrastructure team for support/maintenance activities.

NEB expectations:

NEB has developed the following expectations. The questions in part 4 will provide respondents with the opportunity to make suggestions.

- Dedicated colocation building/facility not located in flood plain as shown on the attached map. <http://www.calgary.ca/PDA/pd/Pages/Flood/Floodway-flood-fringe-maps.aspx>
- No unplanned outages in the past 5 years, with availability of 99.999%, 24 hours per day, 7 days per week, 365 days per year (24/7/365).
- Facility redundantly connected to separate power grids
- Redundant power to co-located devices
- Power Distribution Units provided by facility
- Adequate UPS to facilitate uninterrupted transition to generator power in the event of utility power failure
- Adequate cooling capacity
- Plans for the facility to continue to be operational for the next 5 years.
- Ability to use the Government of Canada (GoC) mandated Internet Service Provider, and private-cloud connectivity (CNS4/AllStream)
- Ability to have replacements parts shipped (ex: replacement HDD drives) shipped directly to facility. Ability to temporarily authorize vendor technician access to collocated equipment for repair.
- 24x7 physical access to equipment collocated at facility
- 24x7 access (voice/email/portal) to facility Operations Staff
- Facility security in compliance with NEB requirements under the *Policy on Government Security*
- Company providing facility to possess a valid Document Safeguarding Capability Designated Organization Screening (<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/index-eng.html>)
- Be located within the Calgary City limits.

Respondents have the opportunity to set up a meeting with NEB staff to be held in May 2016. At the meeting, NEB will provide information about the scope of the requirement and provide have the opportunity to ask specific questions. Should the respondent agree, a tour of the available facility by NEB staff would be arranged, otherwise the meeting would be held at NEB headquarters located at 517- 10th Avenue SW, Calgary AB, T2R 0A8.

Part 4 – Questions for Industry:

	Provide information in response to each of the following questions. Responses should be limited to two pages per question.
Q1	How would the respondent propose to ensure the Confidentiality, Integrity, and Availability of the facility interconnects, and the connections between the client-site and the colocation facility?
Q2	The NEB requires a colocation facility outside of the Calgary Municipal flood zone, http://www.calgary.ca/PDA/pd/Pages/Flood/Floodway-flood-fringe-maps.aspx and within the Calgary city limits. Where are the respondent s facility/facilities located?
Q3	The NEB colocation facility must meet strict security requirements to be compliant with the <i>Policy on Government Security</i> (http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578). How does the respondent propose to secure Federal Government assets? Does the respondent provide contracted services for other Canadian Federal Government organizations?
Q4	We have some equipment that operates 3 Power Supplies, two of which must be powered in order for the unit to run. How would the respondent suggest to power such a unit for 100% uptime?
Q5	How would the respondent address a need for redundant utility power feeds into the facility?
Q6	What form of backup power, in the event of a failure of utility power feed, does the respondent provide?
Q7	On occasion, the NEB required Security Cleared to Enhanced Reliability facility staff to provide occasional, emergency Remote Hands & Eyes services (eg: Power-Cycling a device). Does the respondent offer such a service by security cleared staff?
Q8	Pursuant to a March, 2011 directive from the Chief Information Officer of the Government of Canada (directive is available upon request), the NEB has very strict requirements for connectivity to the Internet, Intergovernmental, various GoC Private Clouds, and our own departmental WAN. Is the respondent willing to facilitate the use of the NEB's mandated Internet and Telecomm Service Provider?
Q9	The NEB is prepared to meet with respondents. Is the respondent willing to offer a tour of proposed colocation facilities?

Q10	Is the respondent willing to provide a five-year history of production-level outages?
Q11	Does the respondent have a data backup solution/service?
Q12	Does the respondent have any other proposed solutions to fit this requirement?
Q13	Does the respondent provide similar services to other clients? Provide a brief description of services provided indicating the duration, size of client and other pertinent details.
Q14	NEB expects a network availability level of 99.999%, 24/7/365. How does the respondent propose that this level be calculated?
Q15	Does the respondent have other suggestions or concerns about this requirement it would like to bring to the attention of NEB?