



## SHARED SERVICES CANADA

### Amendment No. 002 to the Invitation to Qualify (ITQ) for the Network Solution Supply Chain (NSSC) Procurement Process

ITQ Invitation No.	10044001/A	Date	May 3rd, 2016
File No.	14-25620	GETS Reference No.	PW-16-00726541

This Amendment revises the originally NSSC ITQ released by SSC on March 16, 2016. The NSSC ITQ remains unchanged, except as explicitly amended by this document.

This NSSC ITQ Amendment No. 002 is raised to:

- 1 – Publish Canada’s responses to Industry questions received during the question period;
- 2 – Issue a reminder that enquiries related to this ITQ must be submitted by e-mail to [SSC.telecomconsultation-consultationtelecom.SPC@canada.ca](mailto:SSC.telecomconsultation-consultationtelecom.SPC@canada.ca); and
- 3 - **E-mail/Question Confidentiality.** To ensure that your questions are answered in an expeditious manner, please remove the confidential nature of your question so that we can publicly post your question and the answer on Buy and Sell. Please also remember to remove any indication (such as footnotes) within your e-mail which are noting that your e-mail is confidential in nature. Please refer to Section 1.1 of SSC’s Standard Instructions.

NOTE: Clarification questions are numerically sequenced upon arrival at SSC. Questions and answers for this solicitation may be issued out of sequence.

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

Question 5	<p>Section # and Page #: Section 9, Page 26; Section: Annex B1: ITR Project Reference Form for Service Solution Tier 1; Item: Distance between locations. Question:</p> <p>Please confirm that for each of the 8 solutions requested, the 100km distance is in relation to the distance between each of the 3 references provided for each of the 8 solutions.</p> <p>For example, for solution (i) LAN solutions, reference #1, reference #2 and reference #3 must be at least 100km from each other as measured using Google Maps</p>
------------	---

	Directions.
Answer 5	Yes, each of the 3 references provided for each of the 8 solutions must be at least 100 km distant in relation to one another as measured using Google Maps Directions.
Question 6	<p>Section # and Page #: Section 10, page 28; Section: Annex B2: ITQ Project Reference Form for Service Solution Tier 2; Item: Requirement for maintenance services and professional services. Question:</p> <p>As there is traditionally a difference in duration of maintenance services and professional services, please confirm that Shared Serviced Canada (SSC) is requesting Respondents to provide references in Annex B2 for Customer Organizations with whom they have, or have had:</p> <p>i) A contract in place of at least 24 continuous months' duration within the last 15 years;  ii) Provided maintenance services within the 24-month contract duration;  iii) Provided one or numerous professional service, of any duration, within the 24-month contract duration.</p> <p>For example, please confirm if the following example reference is acceptable.</p> <p>Example Customer Organization Reference:</p> <ul style="list-style-type: none"> <li>• 36-month contract term (Master Agreement);</li> <li>• 24-month maintenance agreement on the OEM network and security products within the above 36 months;</li> <li>• 1 x 4-month professional service engagement for the installation of the OEM network and security products within the 36 months of the contract term (Master Agreement)</li> <li>• 2 x 4-month professional service engagements for configuration and optimization that where completed within the 36 months of the contract term (Master Agreement)</li> </ul>
Answer 6	<p>Maintenance Services must have been provided for a period of at least 24 continuous months during the 15 years prior to the ITQ closing date.</p> <p>Please refer to <b>Modification 004</b>.</p>
Question 7	<p>ANNEX B2: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 2. As outlined in Part 7 Certifications h), it will be mandatory to provide maintenance services for the listed 12 OEM's. Can Canada please confirm the minimum number in order to pass the reference the Tier 2 reference requirement.</p>
Answer 7	Please refer to <b>Modification 004</b> , "Requirements" paragraph 3.
Question 8	<p>ANNEX B2: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 2. Given that the references are intended to qualify a Respondent who is capable of delivering enterprise services similar to that of the government (500K users). Can Canada please confirm the minimum number of users/devices required for each of the references.</p>
Answer 8	Canada has not specified a minimum number of Customer Organization users or devices for the project references required for Annex B2. Instead, Canada has included requirements relating the number of physical sites and the distance between.
Question 9	<p>ANNEX B4: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 4: FULLY MANAGED SERVICES. Given that the references are intended to qualify a Respondent who is capable of delivering enterprise services similar to that of the government (500K users). Can Canada please confirm the minimum number of users/devices required for each of the references.</p>

Answer 9	Canada has not specified a minimum number of Customer Organization users or devices for the project references required for Annex B4.
Question 10	ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1: iii) Networking Solutions 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; Our understanding is that in order to meet this requirement, the respondent must have delivered a solution across each of the 4-7 network solutions. Please confirm.
Answer 10	Respondents must provide Customer Organization reference(s) where the Respondent has provided at least three layer 4-7 network solutions, each located at least 100 km apart, that collectively serve at least 10,000 users. Please also refer to Modification 005 Annex B1.
Question 11	ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1: Canada has requested that Bidders demonstrate providing services to a minimum 10,000 users. Is it Canada's intention not have solutions that will support the potential base of 500K users?
Answer 11	The ITQ includes requirements for pre-qualification only. Additional requirements may be included at the RFSA stage or in individual RFPs. For qualification purposes, Canada has specified that the Respondent must have provided Annex B1 services to Customer Organizations that have at least 10,000 users.
Question 12	ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1: 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: 1) Can Canada please clarify the requirement to have provided the solutions for 24 months. 2) Was it Canada's intention to include the ongoing management and maintenance?
Answer 12	Please refer to <b>Modification 005</b> Annex B1.
Question 13	Question: In order to coordinate a comprehensive response to this ITQ, we hereby request a three week extension.
Answer 13	Please refer to Amendment 001, <b>Modification 001</b> .
Question 14	Given that this requirement was issued during the last 2 weeks of the government fiscal year, and busiest time for all of us, we request a two week extension for the question submission deadline in order to give us adequate time to thoroughly address each part of the Invitation to Qualify (ITQ) for the Network Solutions Supply Chain (NSSC).
Answer 14	Please refer to Amendment 001, <b>Modification 001</b> .
Question 15	Does SSC intend to contract Professional Services through the resulting Network Solutions Supply Chain (IT Security Engineers, LAN Administrators... etc.)?
Answer 15	Please refer to <b>Modification 004</b> . Please note that the professional services required will be for the installation, configuration and optimization of the OEM products.
Question 16	Section 1.2h) states Canada's intention is to require the Contractor provide mandatory maintenance for 13 existing/legacy OEM products. While we understand and agree with this requirement we are not clear how the mandatory requirement of 1.2h) is related to the ITQ qualification criteria of Annex B2.  Annex B makes no reference to the 13 existing OEMs of Section 1.2h). For references required in Annex B2 we assume SSC would like to ensure qualified bidders have the capability and experience in providing OEM certified maintenance services for at least a representative subset of the mandatory OEMs listed in Section 1.2h).

	Is there a minimum number of OEMs listed in 1.2h) that must be included in our references of Annex B2?
Answer 16	Please refer to <b>Modification 004</b> .
Question 17	<p>Annex B1 (v) states the respondent must have provided at least 3 optical network solutions each located 100km apart. What type of optical network solution is Canada referring to? A LAN switch with 1Gigabit Optical GBIC could be considered an optical network, a LAN switch or router with a DWDM interface could be considered an optical network installed within buildings at least 100km apart (but not connecting the buildings)</p> <p>Does SSC require a reference based on LAN Switches/Routers with Optical interfaces or a reference based on multi-service optical DWDM network solutions that can transport Ethernet, Fibre Channel etc and connecting 3 locations at least 100km apart?</p>
Answer 17	Canada requires reference(s) that demonstrate the provisioning of multi-service optical DWDM network solutions that can transport, among others, Ethernet and Fibre Channel, connecting 3 locations at least 100km apart.
Question 18	<p>Annex B1 states the “respondent must have previously provided each of the following to a Customer organization for 24 continuous months.....”</p> <p>We are unclear as to how the requirement of “24 continuous months” should be interpreted. We have “sold” equipment to a customer as a one time sale within the past 24months with the customer doing their own installation, management, operations, etc, however, we are not certain if this would meet the requirement.</p> <p>Could Canada clarify how “24 continuous months” should be interpreted with respect to providing a solution?</p>
Answer 18	Please refer to <b>Modification 005</b> .
Question 19	To qualify will we be required to provide evidence that we have delivered OEM Certified maintenance to references sited in Annex B2? Does SSC care if the contractor is certified by the OEM to provide maintenance and support services for the OEM's listed (or subset) in Section 1.2h)?
Answer 19	Please refer to <b>Modification 004</b> and <b>Modification 007</b> .
Question 20	<p>To meet the ITQ requirements we will need to form a joint venture (JV) with others and we understand that responding as a JV we, and our JV partners, are considered a single “respondent” for the ITQ phase through the final RFP and contract award phase.</p> <p>Our concern is the ITQ does not provide enough information to help us determine how to form a Joint Venture effectively at the ITQ phase in preparation for the eventual RFP. Section 1.2h) states SSC’s intent is to require Contractors to provide mandatory maintenance services for 13 OEMs (presumably at the RFP stage). However, SSC has not indicated if, upon final contract award, the contractor must be certified by the OEM to provide maintenance services – should we be looking for JV partners who are OEM certified or does SSC care if the contractor is certified by the OEM? If SSC requires the contractor (our JV) to be OEM certified we need to form a JV with other OEM certified suppliers at the ITQ phase.</p>
Answer 20	Please refer to <b>Modification 004</b> and <b>Modification 007</b> .
Question 21	Would the Crown allow an extension of the enquires closing date of this requirement by an additional 7 days. Because of the government year-end period we have not been able to fully review the requirements and would like the additional time to review the ITQ.

Answer 21	Please refer to Amendment 001, <b>Modification 001</b> .
Question 22	Would the Crown extend the enquires closing date of this requirement by an additional 7 days. Because of the government year-end period our members have not been able to fully review the requirements and require additional time to review the ITQ and submit additional questions if required
Answer 22	Please refer to Amendment 001, <b>Modification 001</b> .
Question 23	Would Shared Services Canada consider extending the date deadline for questions and response delivery by a period of 2 weeks. Given the close proximity to Government year-end during which our resources and business partners were consumed in ensuring transactions were complete for March 31, would Shared Services Canada extend both the question deadline and ITQ close deadline to allow for industry to provide their best effort in refining and responding to this very important opportunity.
Answer 23	Please refer to Amendment 001, <b>Modification 001</b> .
Question 24	In the Introduction 1.2 h) there are 13 Manufacturers components listed. Will a respondent be non-compliant if they cannot support all 13 manufacturers?
Answer 24	Please refer to <b>Modification 004</b> and <b>Modification 007</b> .
Question 25	In Section 9 Annex B1 – There are just a few Canadian Federal Government LAN Network Solutions of 10,000 users. Can this requirement for 10,000 users references be lowered?
Answer 25	The requirement remains unchanged.
Question 26	In Section 10 Annex B2- There are just a few Canadian Federal Government LAN Network Solutions spread over 500 physical sites Can this requirement for clients with 500 site references be lowered?
Answer 26	The requirement remains unchanged.
Question 27	Annex B1 (iii) states: 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;  Question:  'Layer 4-7 network solution' is a broad terminology used to represent many networking services within the L4-L7 market. To help Canada further define the most prominent of these services, would Canada consider adding (the following) most prominent L4-L7 services to help ITQ respondents choose the 3 required services as a reference:  <ul style="list-style-type: none"> <li>• Load Balancing &amp; Traffic Steering SSL/ TLS - Encryption/Decryption</li> <li>• Secure Web Gateway</li> <li>• Authentication</li> <li>• Web Application Firewall (WAF)</li> <li>• DDoS (L4 &amp; L7)</li> <li>• Layer 7 Denial of Service mitigation</li> <li>• DNS Services including: Global Server Load Balancing, Authoritative, and Recursive DNS Services</li> </ul>
Answer 27	The requirement remains unchanged.
Question 28	Enterprises such as the Government of Canada have deployed integrated, diverse and robust security solutions and not simply isolated security components. Annex C, ITQ

	<p>Definitions - IT Security Solutions row, provides examples of singular elements of an enterprise security solution. In addition, Annex C, ITQ Definitions, the “Solution” definition states: “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. “</p> <p>Is Canada defining a security solution as a single, isolated security element, such as a firewall, or, do our references need to demonstrate an integrated solution consistent with the Annex C Solution definition (with the integration of multiple different security elements)?</p> <p>To clarify the questions further, can the Crown please clarify if each of our three references for IT Security solutions must demonstrate the integration, as defined by the “Solution” definition in Annex C, for a minimum of three different security elements that are listed within the “IT Security Solution” definition in Annex C?</p>
Answer 28	Please refer to <b>Modification 006</b> .
Question 29	<p>Annex B1 (vi) requires that the respondent must provide a reference where it provided, “at least 3 data centre network solutions, each located at least 100 km apart, that collectively serve at least 10,000 users”. However, we are a little unclear as to how Canada is defining the term ‘data centre network solution’; and unclear how Canada will judge whether a supplied reference is compliant or not?</p> <p>Annex C, ITQ Definitions – ‘Data Centre Network Solution’ row, provides examples of singular elements of a data centre network. Is Canada defining a ‘Data Centre Network Solution’ to be any of these single elements working in isolation (such as an access LAN switch)? Or do references need to demonstrate multiple elements working in concert to create a whole data centre network solution?</p> <p>To clarify the question further, do each of our three references for Data Centre Network Solutions need to demonstrate the integration of a minimum of three of the data centre network elements listed within the Data Centre Network Solution definition in Annex C?</p> <p>To clarify the question further, do each of our three references for Data Centre Network Solutions need to demonstrate Data Centre Ethernet switches (10 Gbps server ports and 40 Gbps uplinks; supporting FCoE) integrated with Fibre Channel SAN switches?</p>
Answer 29	Please refer to <b>Modification 006</b> . Please note the revised definition of Solution and what integration is required.
Question 30	Annex B1 requires the Respondent to have provided eight different solutions to a Customer Organization for 24 continuous months. Annex C defines Solution as “Integrated approach.....” Do each of our references for Annex B1 require that we have provided a solution meeting all aspects and attributes of the Solution definition in Annex C?
Answer 30	Please refer to <b>Modification 006</b> . Please note that the requirement is not to provide three different solutions for all 8 paragraphs of Annex B1 to a single Customer Organization. Please see Annex B1 set out in Modification 005.
Question 31	<p>We are in receipt of the Invitation to Qualify referenced in subject line and we have every intention to respond and qualify for the Network Solutions Supply Chain. The mandatory requirements described in the document are extremely complex and may require multiple parties to work together to ensure compliancy.</p> <p>Due to the complexity of these compliancy discussions/negotiations and the current closing date of April 26, 2016, we are respectfully requesting an additional four weeks to respond to the Invitation to Qualify. Would Canada consider changing the delivery</p>

	due date to May 20, 2016?
Answer 31	Please refer to Amendment 001, <b>Modification 001</b> .
Question 32	<p>For the Tier 1 reference the requirement is for 24 continuous months. For tier 1 some contracts have periods of peak activity and periods of low activity as roll out of services occur at different stages throughout the contract period.</p> <p>Our understanding is to meet this requirement a contract must;</p> <ol style="list-style-type: none"> <li>Be for a period greater than 24 months</li> <li>Have an award date equal to or greater than 24 months prior to ITQ close date</li> </ol> <p>Please confirm.</p>
Answer 32	Please refer to <b>Modification 005</b> , in which the requirement for 24 continuous months has been eliminated.
Question 33	<p>ITQ Project Reference Form (Annex B1, B2 and B4) - Contact Information</p> <p>The Project Reference forms require customer contact information which we will provide. Several of our references will be for very large customers receiving a broad range of services and as such they have requested that SSC contact their primary Respondent contact who will then coordinate the reference call with SSC. Please confirm this is acceptable.</p>
Answer 33	This proposed approach is acceptable to Canada.
Question 34	<p>In Tier 4 bidders are requested to provide references with;</p> <ol style="list-style-type: none"> <li>Asset provisioning;</li> <li>Asset ownership options;</li> <li>Asset evergreening</li> <li>Customer Organization pricing model options;</li> <li>Service Reporting;</li> <li>Service Portal; and</li> <li>Service Desk with an IVR (Integrated Voice Response) system that enables choice of language.</li> </ol> <p>We understand the requirement to provide all elements. When we staff service desks we typically staff with the people that fill the language requirements of our clients and not all of these have bilingual requirements. To allow bidders to provide a broad set of references that demonstrate an extensive set of capabilities we would like to ask Canada to modify the requirement to sub-article "vii" to simply be "Service Desk".</p>
Answer 34	The requirement remains unchanged.
Question 35	<p>Question against section 2.3 Enquires and Comments During the ITQ Response period:</p> <p>Would the crown consider adding a Period 2 - Final Question period after the responses are received from this initial Q&amp;A Period, similar to the approach with the DCSSI ITQ.</p>
Answer 35	The requirement remains unchanged.
Question 36	<p>Section # and Page #: Section 10, page 28; Section: Annex B2: ITQ Project Reference Form for Service Solution Tier 2; Item: Requirement for maintenance services and professional services. Question: How will Canada ensure that proponents have made the appropriate investments in infrastructure, OEM certifications and capabilities to be able to meet the contractual obligations while following OEM recommended best</p>

	practices?
Answer 36	Please refer to <b>Modification 004</b> and <b>Modification 007</b> .
Question 37	Section # and Page #: Section 8, pages 23-24; Section: ANNEX A: ITQ SUBMISSION FORM; Question: Please provide Annex A in MS-Word format.
Answer 37	Please refer to Amendment 001, Answer #1.
Question 38	Section # and Page #: Section 9, pages 25-27; Section: ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1; Question: Please provide Annex B1 in MS-Word format.
Answer 38	Please refer to Amendment 001, Answer #1.
Question 39	Section # and Page #: Section 10, page 28; Section: ANNEX B2: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 2; Question: Please provide Annex B2 in MS-Word format.
Answer 39	Please refer to Amendment 001 Answer #1.
Question 40	Section # and Page #: Section 12, pages 30-31; Section: ANNEX B4: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 4; Question: Please provide Annex B4 in MS-Word format.
Answer 40	Please refer to Amendment 001, Answer #1.
Question 41	Companies are pursuing JV partnerships with organizations that have the ability to provide specific, critical expertise within the RFSA. Some of these organizations have significant and relevant provincial government and public sector experience but minimal federal government experience, and do not currently hold a Facility Clearance. This is a common situation with new providers into the supply stream. The process to obtain a Facility Clearance can be time-consuming but is straightforward for committed organizations. This should not limit a JV's ability to prequalify on the ITQ. Provided the lead organization on a Joint Venture has the appropriate Facility Clearance at time of submission, please confirm that Canada will accept JV submissions which include orgs who do not yet have FSC (or FSC in progress) to prequalify for ITQ recognizing that they would need to obtain the required FSC prior to RFSA award.
Answer 41	The ITQ does not include facility or other security clearance requirements for pre-qualification purposes. As indicated in Article 5.1(a), "Canada will require the successful bidder(s) to meet the security requirements set out in the Annex D - SRCL <b>before any Supply Arrangement is issued or any contract is awarded.</b> "
Question 42	Canada is a proud nation anchored in fundamental cultural identities of bilingualism and a strong Aboriginal heritage. It is puzzling how this NSSC ITQ can be detailed to the point of identifying specific distance between projects for eligibility purposes yet fail to make any mention of bilingualism or aboriginal requirements. We urge that the Crown include such strong pillars of our national identity when developing a pivotal national vehicle of such lengthy duration (7 – 10 years).  a. The GC has long since recognized the importance of both official languages – in fact the ability/opportunity for employees to progress internally within the GC is either limited or increased based on their ability to service in both official languages. Section 2.5 of the ITQ requests Bidders to identify their preferred language for communications with Canada, but there is no mention of the necessity for bilingual services within the requirement. Given the national scope of the NSSC RFSA we assume that it would be insufficient to provide essential services such as requirements determination, order fulfillment, integration services and managed services in English only or French only.



	<p>Please confirm that all services associated with the NSSC SA must be made available to client departments in the Canadian official language of their choice (English and French).</p> <p>b. The GC has, through a number of recent initiatives, reinforced their commitment to Aboriginal peoples and to their inclusion in government programs. The Canadian Government has consistently provided avenues for representation of Aboriginal companies on most, if not all, of its procurement vehicles. Indeed, this vehicle seeks in part to replace the NESS NMSO which has a distinct Aboriginal stream. While we applaud and encourage the crown's collaborative approach in developing the RFSA, given the magnitude of the NSSC initiative, it would be beneficial and certainly appropriate that there be Aboriginal representation during the RRR phase. This would require that one of the prequalified organizations be Aboriginal or at the very least an ASA JV. We were, however, unable to locate an ASA component within this ITQ nor where submissions can identify themselves as ASA or ASA JV. Can you confirm the crown's intentions in this regard?</p>
<p>Answer 42</p>	<p>The ITQ is only a first step in the NSSC procurement process. Not all requirements relating to the performance of the work under any resulting NSSC contracts are reflected here.</p> <p>The resulting NSSC services will indeed require the delivery of services in both official languages, English and French. The nature of those requirements, however, will be defined in the RFSA and in individual RFPs, based on specific needs.</p> <p>In order to pre-qualify, being an Aboriginal business is not a requirement. However, as for all procurements, Aboriginal businesses are encouraged to participate, whether as Respondents on their own, or in joint venture with others. All pre-qualifying suppliers will be represented at the RRR phase. In the RFSA or individual RFPs, the requirements of all applicable Comprehensive Land Claims Agreements will be considered, and criteria favouring Aboriginal businesses or individuals may be included.</p>
<p>Question 43</p>	<p>SSC indicates in the SRCL that successful bidders will be required to have a COMSEC account and "Secure Terminal Equipment" (SRCL part C). This implies SSC will also require bidders to have a suitable Secure Discussion Area (SDA) for classified conversations at the SECRET level. The ITQ does not indicate what percentage (if any) of procurements will be classified, nor whether classified projects require classified procurements. In our experience procurements for classified projects are not themselves classified, to the extent that the supplier must maintain a COMSEC account, STE, and SDA. Please clarify how SSC intends to communicate with bidders for unclassified and classified requirements using the IT link and STE specified in the SRCL.</p>
<p>Answer 43</p>	<p>The ITQ does not indicate what percentage (if any) of procurements will be classified or whether classified projects will require classified procurements. The NSSC initiative's security requirements will be further defined in subsequent phases of the NSSC procurement process.</p>
<p>Question 44</p>	<p>Reference 1.2 d) page 5  Would Shared Services Canada considering decoupling the integrated Service Solution Tiers.</p> <p>By separating the requirement into 2 with Tier 1 &amp; 2 being combined and Tier 4 left separate, we propose that the Tier 1 reference requirements be separated from each other allowing up to 5 respondents per solution to qualify, 5 for LAN Solutions, 5 for routing network solutions, 5 for layer 4-7 network solutions etc.</p>

	<p>This revised structure will enable solution providers to bring best of breed, innovative solutions to address government requirements and challenges. Organizations that have been bring traffic management, IT security Solutions and other solutions to the Federal space will be enabled to continue to do so, as opposed to being marginalized under a sub-contract arrangement with a large network provider.</p> <p>Under the control of large network providers/integrators, the risk is that a particular network solution that may best serve the needs of the Government is ignored as it does not promote the primary business model of the contract holder. For example, a bandwidth saturation issue may be best addressed by a WAN optimization solution, whereas the contract holder may prefer to sell higher bandwidth link to resolve the problem.</p> <p>Without more Solution providers there is limited competition, and innovation is removed from the equation. Solution provider can decide on the product mix being represented. Best of breed solutions can be ignored by the solution provider and the government receives a mediocre solution set based on the strategies and alliances of the selected solution provider.</p>
Answer 44	The NSSC integrated Service Solution Tier approach has previously been vetted with Industry.
Question 45	Would Shared Services Canada add a provision that would allow other qualified bidders to be on boarded during the contract period. If original solution providers do not meet minimum standards then there would be a provision to add new bidders or replace originally selected respondents.
Answer 45	The ITQ is the pre-qualification phase. Those suppliers who qualify may make these types of suggestions during the RRR phase.
Question 46	Is it the GOCs intention that the requirement include WAN (Wide Area network) products in sub-section b) of Service Solution Tier 1?
Answer 46	Please refer to <b>Modification 008</b> .
Question 47	As there are currently in access of 3000 WAN devices under various support contracts within the government of Canada, connecting as many as 200,000 users. On page 26 of 39 Should there be an additional reference requirement under ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1 Service Solution Tier 1: Networking Solutions: for WAN devices?
Answer 47	Please refer to <b>Modification 005 and 008</b> .
Question 48	Could we please get an extension to submit questions since the ITQ has been extended?
Answer 48	The question period directly correlates to the ITQ closing date and therefore as the closing date shifts so does the questions period. For details, please see ITQ, Section 2.3 Enquiries and Comments During the ITQ Response Period and note the comments in a): "All enquiries regarding this ITQ must be submitted, no later than 15 Federal Government Working Days (FGWDs) before the ITQ closing date".
Question 49	Regarding the NSSC procurement process SSC has indicated in section 1.2 of the ITQ that Service Solution Tier 4: Fully Managed Services encompasses services including any combination of service provider provisioning, ownership and evergreening. However in the Mandatory Experience Requirement 4 response table, there is a requirement, # vii, which states a specific requirement 'that Service Desk with an IVR system that enables choice of language'. There are numerous bilingual services desks currently being supplied to the government of Canada without the specific use of IVR. The requirements for bilingual IVR is very constraining as it is specifying the use of a particular technology to facilitate

	<p>bilingual operations of a service desk. If the importance of this reference is to demonstrate a Fully Managed Bilingual Service Desk, we request that the wording be changed to reflect the ability of the respondent to provide a bilingual service. Our recommendation for the wording change is as follows: 'Vii: Bilingual Service Desk'.</p>
Answer 49	<p>Please refer to Answer #34.</p>
Question 50	<p>Re: Amendment #1 Question #2. 1.2 (d) identifies the need “to deliver large scale national services rapidly” and 1.2 (e) “many of the interested suppliers will not have the breadth of experience required to qualify”. If SSC considers the term “national” to be within Canada, then project references located outside of Canada offer SSC no indication of an organization’s ability to provide these types of products and services within Canada on behalf of SSC.</p> <p>Without Canadian based references as a mandatory requirement, SSC may qualify respondents who have no experience and are not capable of providing the anticipated products and services within Canada in a rapid fashion. Further, with the National Security Exemption invoked, SSC should require only Canadian references as 1.4(b) “the protection of data within and between this infrastructure is critical to the integrity of government programs”. Will SSC reconsider making Canadian based references mandatory for the ITQ so respondents demonstrate their ability to deliver the anticipated products and services within Canadian borders?</p>
Answer 50	<p>Please refer to Amendment 001 Answer #2.</p>
Question 51	<p>In Section 1.2 Introduction, Table 1. Summary of NSSC Solution Tiers Service Solution Tier 1: Networking Solutions states: a) Provisioning of the full spectrum of Network Solutions including Local Area Network (LAN) Solutions, Wide Area Network (WAN) Connectivity Solutions, Data Centre Network Solutions, IT Security Solutions including all associated hardware, software, licenses, subscriptions, etc.;</p> <p>Can SSC clarify that the full spectrum Network Solutions means the complete network solution including network connectivity and not just the supply of network equipment.</p> <p>Can any resources for services delivered be shared, but segregated?</p> <p>Will the winning Supplier(s) be required to go through the Shared Services Canada, Security Assessment and Authorization (SA&amp;A) process?</p>
Answer 51	<p>SSC Tier 1 Networking Solutions is intended for the provisioning of network equipment. Please also see Answer #30.</p> <p>Canada does not understand the question "Can any resources for services delivered be shared, but segregated?" Please clarify.</p> <p>Qualified Respondents will be required to complete the Shared Services Canada, Security Assessment and Authorization (SA&amp;A) process as part of the NSSC RFSA and RFP processes.</p>
Question 52	<p>Section: ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1 Item: Clarification of Customer Organizations for each solution.</p> <p>Question: Please clarify the following verbiage in Annex B1, “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.”</p>

	<p>Is Shared Service Canada indicating that for each solution, including data center network solutions and optical network solutions, a single client must meet all of the criteria for that solution?</p> <p>For example, for a data center solution, the Respondent must provide details of 1 Customer Organization for whom they have provided:</p> <p>i) 3 data center solutions, and;  ii) That these 3 data center solutions are at least 100km apart as measured using Google Maps, and;  ii) That these 3 data center solutions within the same Customer Organization support a total of at least 10,000 users?</p> <p>If this is the case, it is our opinion that the combined requirements of both distance and users are too restrictive for some of the solution categories.</p>
Answer 52	Canada requires Respondents to provide details of Customer Organization(s) for whom they have provided three instances of each Solution for all Tier 1 Service Solutions according to all Response Requirements. Please see the clarifications in <b>Modification 005</b> .
Question 53	As Trend Micro is an Existing GC/SSC Original Equipment Manufacturer of security software, we Formally request that it be added to the list in Section 1.2 H)
Answer 53	Please refer to <b>Modification 007</b> .
Question 54	Our company provides Network Security, Monitoring and Reporting software. We specifically have a network discovery, mapping and route analytics product. Given this, how can we get our product to be qualified under this ITQ/NSSC initiative? Thank you.
Answer 54	Please reference ITQ sections 1.2 e) and section 4.2 Submission of Only One Response.

**Modification 004 - At NSSC ITQ Section 10: Annex B2: ITQ Project Reference Form for Service Solution Tier 2; (page 28):**

**DELETE:** “10 ANNEX B2: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 2” in its entirety.

**INSERT:**  
**10 Annex B2: ITQ Project Reference Form for Service Solution Tier 2**

<b>Service Solution Tier 2: Maintenance and Professional Services</b>	
<b>Mandatory Experience Requirement 2</b>	
<b>Respondent Name</b>	
<b>Respondent Address</b>	

**Requirements:**

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 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 **all** other sites.

The Respondent must also have experience providing, during the 15 years prior to the ITQ closing date, professional services for the installation, configuration and optimization of 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 all other sites.

The Respondent must also have experience providing, for a period of at least 24 continuous months during the 15 years prior to the ITQ closing date, maintenance services for at least 3 of the 15 following OEM's 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;
- xiii. Symantec;
- xiv. Checkpoint; and
- xv. **Trend Micro.**

**Annex B2 Response Requirements:**

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.

To have provided maintenance services for a period of at least 24 continuous months, the Respondent is not required to have provided service every day during those 24 months, but must have been under contract to provide maintenance as and when requested by the customer throughout a 24-month period.

<b>Entity under contract to Customer Organization to perform the project reference</b>		
<b>Prime Contractor information for experience acquired as a Subcontractor</b>	<b>Company Name</b>	
	<b>Contact Name</b>	
	<b>Telephone</b>	

(Complete if Applicable)	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	

**Modification 005** - At NSSC ITQ Section 9: Annex B1: ITQ Project Reference Form for Service Solution Tier 1; (page 25):

**DELETE:** “9 ANNEX B1: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 1” in its entirety.

**INSERT:**

**9 Annex B1: ITQ Project Reference Form for Service Solution Tier 1**

<b>Service Solution Tier 1: Networking Solutions:</b>	
<b>Mandatory Experience Requirement #1</b>	
Respondent Name	
Respondent Address	

**Requirements:**

The Respondent must have previously provided each of the following to Customer Organization(s) 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 Wide Area Network (WAN) connectivity 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.

**Annex B1 Response Requirements:**

With respect to the above, the same and / or different Customer Organization(s) can be used as reference for each of the three instances of the provisioning of any of the eight Networking Solutions required.

The Respondent must provide a detailed description of how it meets the above requirements 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.

<b>Entity under contract to Customer Organization to perform the project reference</b>	
--	--

<b>Solutions for which equipment was provided to this Customer Organization (e.g., insert LAN solutions, routing network solutions, etc., as applicable)</b>		
<b>Prime Contractor information for experience acquired as a Subcontractor (Complete if Applicable)</b>	<b>Company Name</b>	
	<b>Contact Name</b>	
	<b>Telephone</b>	
	<b>Email Address</b>	
<b>Project Name</b>		
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>		
<b>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.</b>		
<b>Name of Customer Organization</b>		
<b>Primary Contact for Customer Organization</b>	<b>Name</b>	
	<b>Telephone</b>	
	<b>Email Address</b>	
<b>Backup Contact for Customer Organization</b>	<b>Name</b>	
	<b>Telephone</b>	
	<b>Email Address</b>	

**Modification 006 - At NSSC ITQ Section 13 Annex C: ITQ Definitions, Solution (page 33):**

**DELETE:**

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.

**INSERT:**

The design and/or delivery and/or installation and/or operation and/or administration and/or maintenance and/or management of services and/or products that are provided in a manner that enables the integration of any and all services and/or products as customized for a set of business requirements.

**Modification 007 - At NSSC ITQ Section 1.2 Introduction h) (page6):**

**1) DELETE:**

h) It is Canada's intention to require Contractors to provide mandatory Service Solution Tier 2: Maintenance Services for the following existing / legacy GC Original Equipment Manufacturer (OEM) products, including but not limited to:

**INSERT:**

h) It is Canada's intention to require Contractors (not Respondents – i.e., this is not a pre-qualification requirement) to have Original Equipment Manufacturer (OEM) certifications for their mandatory provisioning of Service Solution Tier 2: Maintenance Services for all of the following existing / legacy GC OEM products, including but not limited to:

**2) INSERT:** xv. Trend Micro



**Modification 008 - At NSSC ITQ Section 1.2 Introduction, Table 1 Summary of NSSC Solution Tiers; Service Solution Tier 1 b) (page7):**

**DELETE:**

- 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

**INSERT:**

- 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, **Wide Area Network (WAN) connectivity solutions**, layer 4 – 7 solutions, IT security solutions, optical network solutions, Data Centre Network Solutions, traffic management solutions, wireless LAN solutions; and

**Modification 009 - At NSSC ITQ 12 Annex B4: ITQ Project Reference Form For Service Solution Tier 4 (page30):**

**DELETE:**            **“12 ANNEX B4: ITQ PROJECT REFERENCE FORM FOR SERVICE SOLUTION TIER 4” in its entirety.**

**INSERT:**

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

<b>Service Solution Tier 4: Fully Managed Services</b>	
<b>Mandatory Experience Requirement 4</b>	
<b>Respondent Name</b>	
<b>Respondent Address</b>	
<p><b>Requirements:</b></p> <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"> <li>i. Asset provisioning;</li> <li>ii. Asset ownership options;</li> <li>iii. Asset evergreening;</li> <li>iv. Customer Organization pricing model options;</li> <li>v. Service Reporting;</li> <li>vi. Service Portal; and</li> <li>vii. Service Desk with an IVR (Integrated Voice Response) system that enables choice of language.</li> </ul>	

**Annex B4 Response Requirements:**

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.

<b>Entity under contract to Customer Organization to perform the project reference</b>		
<b>Prime Contractor information for experience acquired as a Subcontractor (Complete if Applicable)</b>	<b>Company Name</b>	
	<b>Contact Name</b>	
	<b>Telephone</b>	
	<b>Email Address</b>	
<b>Project Name</b>		
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>		
<b>Project Description (e.g. work performed, experienced gained)</b>		
<b>Name of Customer Organization</b>		
<b>Primary Contact for Customer Organization</b>	<b>Name</b>	
	<b>Telephone</b>	
	<b>Email Address</b>	
<b>Backup Contact for Customer Organization</b>	<b>Name</b>	
	<b>Telephone</b>	
	<b>Email Address</b>	

=====

The following is a summary of Attachments/Amendments issued to date to this solicitation:

<b>Document Tracking</b>	<b>Distribution</b>	<b>Date</b>	<b>Description</b>
Amendment No. 001	Buy and Sell	April 7, 2016	Canada's Response to Questions 1 to 4; Modifications 001 to 003 to the NSSC ITQ.
Amendment No. 002	Buy and Sell	May 3rd, 2016	Canada's Response to Question 5 to 54; Modification 004 to 009 to the NSSC ITQ.