



## SHARED SERVICES CANADA

### Amendment No. 007 to the Invitation to Qualify (ITQ) for the Network Solution Supply Chain (NSSC) Procurement Process

ITQ Invitation No.	10044001/A	Date	July 20, 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. 007 is raised to:

- 1 – Publish Canada’s responses to Industry questions received during the question period;
- 2 – Publish Canada’s extension to the NSSC ITQ close date;
- 3 – 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
- 4 – **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 126	<p>Good Afternoon,</p> <p>Hope and trust all is well.</p> <p>In light of the scheduled close date of June 28th, could SSC please confirm by way answering the below question in relation to how corporate references could be facilitated?</p> <p>Question</p>
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	<p>The evaluation process in section 6.3 describes a process in which SSC may contact customer references to conduct validation checks. The relationships with our customers is of utmost importance and we would prefer to be able to coordinate and facilitate any SSC contact with them. Would SSC consider providing respondents with advance notice that would include the name and the mode of contact (email or phone) of any planned customer validation checks, so that we can alert the customer to ensure compliances are being met in a timely and predictable fashion for SSC?</p>
Answer 126	<p>This requirement remains unchanged. Please refer to Amendment 002, Answer 33.</p>
Question 127	<p>Due to the fact that Rapid7 is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <ul style="list-style-type: none"> <li>i. A10;</li> <li>ii. Avaya (including legacy Nortel equipment);</li> <li>iii. Bluecoat;</li> <li>iv. Brocade;</li> <li>v. Cisco;</li> <li>vi. F5;</li> <li>vii. Fortinet;</li> <li>viii. HP;</li> <li>ix. IBM;</li> <li>x. Juniper;</li> <li>xi. McAfee;</li> <li>xii. Riverbed;</li> <li>xiii. Symantec;</li> <li>xvi. Alcatel-Lucent;</li> <li>xvii. Zebra;</li> <li>xviii. Ciena;</li> <li>xix. Extreme Networks; and</li> <li>xx. Allied Telesis</li> </ul> <p>Will the Government of Canada please add Rapid7 to this list?</p>
Answer 127	<p>Please refer to <b>Modification 015</b>.</p>
Question 128	<p>Due to the fact that EMC RSA is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <ul style="list-style-type: none"> <li>i. A10;</li> <li>ii. Avaya (including legacy Nortel equipment);</li> <li>iii. Bluecoat;</li> <li>iv. Brocade;</li> <li>v. Cisco;</li> <li>vi. F5;</li> <li>vii. Fortinet;</li> <li>viii. HP;</li> <li>ix. IBM;</li> <li>x. Juniper;</li> <li>xi. McAfee;</li> <li>xii. Riverbed;</li> <li>xiii. Symantec;</li> </ul>

	<p>xvi. Alcatel-Lucent;  xvii. Zebra;  xviii. Ciena;  xix. Extreme Networks; and  xx. Allied Telesis</p> <p>Will the Government of Canada please add EMC RSA to this list?</p>
Answer 128	Please refer to <b>Modification 015</b> .
Question 129	<p>Due to the fact that Dell is an existing Government of Canada (GoC) Original Equipment Manufacturer(OEM), we formally request Dell to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <ul style="list-style-type: none"> <li>i. A10;</li> <li>ii. Avaya (including legacy Nortel equipment);</li> <li>iii. Bluecoat;</li> <li>iv. Brocade;</li> <li>v. Cisco;</li> <li>vi. F5;</li> <li>vii. Fortinet;</li> <li>viii. HP;</li> <li>ix. IBM;</li> <li>x. Juniper;</li> <li>xi. McAfee;</li> <li>xii. Riverbed; and</li> <li>xiii. Symantec</li> </ul> <p>Will the Government of Canada please add Dell to this list?</p>
Answer 129	Please refer to <b>Modification 015</b> .
Question 130	<p>We are in receipt of Amendment 006 which includes that copy of a question 117, and a response to this question by SSC. This response by SSC did not answer the question, and it is our understanding that all questions asked will be clearly answered. In Section 4.2 under “Submission of Only One Response” on Page 14 Sub-Section (e) it has been confirmed that this is in conflict with the Competition Act when it states: “(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.” This is a restrictive term and condition of this ITQ that is in conflict with the Competition Act. This restrictive condition restricts any entity that would like to participate in this ITQ, which includes Original Design Manufacturers (ODM’s) that may sell their products under multiple brand names, Original Equipment Manufacturers (OEM’s), as well as any corporations or partnerships that may wish to participate, and partner with more than one potential bidder to submit a response. It makes no sense for SSC to include restrictive terms in this ITQ which serves no purpose other than to restrict competition. SSC’s comment that “Canada will leave it to the discretion of the OEMs to decide with who they will do business with and how they chose to be involved in this ITQ.”, makes no sense since it is SSC’s condition that is controlling not only what OEM’s are being restricted from doing, which is to partner with more than one bidder to submit an ITQ response, but it is restricting ODM’s, and other corporations, partnerships and entities from forming more than one joint venture partnership in order to submit more than one response to this ITQ. In other words this restrictive condition in this ITQ by SSC does not leave it up to the OEM, or any other entity for that matter, to decide whom they want to do business with and how they want to be involved. As a result in order to facilitate fair and open competition that is in keeping with the Competition Act, will SSC please remove or amend this limiting condition Section 4.2 under “Submission of Only One Response” on Page 14 Sub-Section (e), in order to allow all</p>

	<p>entities to establish more than one joint venture to be established to respond to this ITQ?</p>
<p>Answer 130</p>	<p>The ITQ will remain unchanged. As indicated in Section 3.1(c) of the ITQ, “Canada is currently considering awarding three to five Supply Arrangements”. It is not useful to Canada to award three to five Supply Arrangements where the same parties are represented in more than one Supply Arrangement holder, because the intention of Canada is to put in place Supply Arrangements with suppliers that can meet a broad range of needs for SSC’s large, national base of clients.</p> <p>Furthermore, in SSC’s view, the resulting Supply Arrangements would not be competitive if a small number of suppliers were able to control the pricing from multiple Supply Arrangement holders. For example, if this requirement were removed, then System Integrator A could team up with a different OEM five times and qualify each time. If those various Qualified Respondents including Solution Provider A were to win all the resulting Supply Arrangements, then Solution Provider A would effective control the pricing on every competition under the Supply Arrangement framework. That would be anti-competitive. As a result, SSC considers the restriction included in the ITQ to be necessary in order to create a competitive environment at the Supply Arrangement stage.</p> <p>SSC also notes that Section 4.2(b) of the ITQ states that “participating means being part of the Respondent, not being a subcontractor”. Let us assume that OEM X has an interest in this ITQ. OEM X can submit a response on its own. In the alternative, OEM X could join with one or more other suppliers and submit a response as a joint venture. Regardless of which of those options OEM X chooses, it will also be able to act as a supplier or subcontractor to any supplier that becomes a Qualified Respondent and is ultimately awarded a Supply Arrangement and contracts pursuant to it. The choice of an OEM to join in a joint venture with one supplier does not mean that OEM is then prohibited from supplying its products to other suppliers who may also be successful in securing a Supply Arrangement.</p> <p>Also, this question appears to pre-suppose that an OEM or an Original Equipment Designer must be a participant in each Respondent. However, many non-OEMs have experience providing network solutions, as well as maintenance and professional services of the products available from many different OEMs.</p> <p>For these reasons, SSC firmly believes that it has met the requirements of the Competition Act. SSC does not agree that the requirement for the Submission of Only One Response from related parties is restricting competition and the requirement will not be changed.</p>
<p>Question 131</p>	<p>Due to the fact that Impreva is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <ul style="list-style-type: none"> <li>i. A10;</li> <li>ii. Avaya (including legacy Nortel equipment);</li> <li>iii. Bluecoat;</li> <li>iv. Brocade;</li> <li>v. Cisco;</li> <li>vi. F5;</li> <li>vii. Fortinet;</li> <li>viii. HP;</li> <li>ix. IBM;</li> <li>x. Juniper;</li> <li>xi. McAfee;</li> <li>xii. Riverbed;</li> </ul>

	<p>xiii. Symantec;  xvi. Alcatel-Lucent;  xvii. Zebra;  xviii. Ciena;  xix. Extreme Networks; and  xx. Allied Telesis</p> <p>Will the Government of Canada please add Imperva to this list?</p>
Answer 131	Please refer to <b>Modification 015</b> .
Question 132	<p>Due to the fact that FireEye is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <p>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;  xvi. Alcatel-Lucent;  xvii. Zebra;  xviii. Ciena;  xix. Extreme Networks; and  xx. Allied Telesis</p> <p>Will the Government of Canada please add FireEye to this list?</p>
Answer 132	Please refer to <b>Modification 015</b> .
Question 133	<p>Due to the fact that Bromium is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <p>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;</p>

	<ul style="list-style-type: none"> <li>xiii. Symantec;</li> <li>xvi. Alcatel-Lucent;</li> <li>xvii. Zebra;</li> <li>xviii. Ciena;</li> <li>xix. Extreme Networks; and</li> <li>xx. Allied Telesis</li> </ul> <p>Will the Government of Canada please add Bromium to this list?</p>
Answer 133	Please refer to <b>Modification 015</b> .
Question 134	<p>Due to the fact that Thales is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <ul style="list-style-type: none"> <li>i. A10;</li> <li>ii. Avaya (including legacy Nortel equipment);</li> <li>iii. Bluecoat;</li> <li>iv. Brocade;</li> <li>v. Cisco;</li> <li>vi. F5;</li> <li>vii. Fortinet;</li> <li>viii. HP;</li> <li>ix. IBM;</li> <li>x. Juniper;</li> <li>xi. McAfee;</li> <li>xii. Riverbed;</li> <li>xiii. Symantec;</li> <li>xvi. Alcatel-Lucent;</li> <li>xvii. Zebra;</li> <li>xviii. Ciena;</li> <li>xix. Extreme Networks; and</li> <li>xx. Allied Telesis</li> </ul> <p>Will the Government of Canada please add Thales to this list?</p>
Answer 134	Please refer to <b>Modification 015</b> .
Question 135	<p>Due to the fact that Citrix is an existing Government of Canada (GoC) Original Equipment Manufacturer (OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <ul style="list-style-type: none"> <li>i. A10;</li> <li>ii. Avaya (including legacy Nortel equipment);</li> <li>iii. Bluecoat;</li> <li>iv. Brocade;</li> <li>v. Cisco;</li> <li>vi. F5;</li> <li>vii. Fortinet;</li> <li>viii. HP;</li> <li>ix. IBM;</li> <li>x. Juniper;</li> <li>xi. McAfee;</li> <li>xii. Riverbed;</li> </ul>

	<p>xiii. Symantec;  xvi. Alcatel-Lucent;  xvii. Zebra;  xviii. Ciena;  xix. Extreme Networks; and  xx. Allied Telesis</p> <p>Will the Government of Canada please add Citrix to this list?</p>
Answer 135	Please refer to <b>Modification 015</b> .
Question 136	<p>Regarding the ITQ, ELFIQ NETWORKS is a GC existing OEM and whereas several federal agencies use our products and services, we formally request to be added to the list in section h -) below :</p> <p>i. A10  ii. Avaya (including existing Nortel equipment)  iii. Bluecoast  iv. whitefish  v. F5  vi. Fortinet  vii. HP  viii. IBM  ix. Juniper  x. McAfee  xi. Riverbed  xii. Symantec</p>
Answer 136	Please refer to <b>Modification 015</b> .
Question 137	<p>Due to the fact that NETSCOUT has been (for over 12 years) and still is a significant existing Government of Canada (GoC) Original Equipment Manufacturer(OEM), we formally request to be added to the list on page 6 of 39 of the ITQ in Section H) as shown below.</p> <p>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:</p> <p>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</p> <p>Will the Government of Canada please add NETSCOUT to this list?</p>
Answer 137	Please refer to <b>Modification 015</b> .

**Modification 015 - At NSSC ITQ 1.2 Introduction h) (page 6):**

**INSERT:** xxi. Rapid7  
xxii. EMC RSA

- xxiii. Dell
- xxiv. Impreva
- xxv. FireEye
- xxvi. Bromium
- xxvii. Thales
- xxviii. Citrix
- xxix. Elfiq Networks
- xxx. Netscout

**Modification 016:**

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

**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>	
<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, 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.</p> <p>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.</p> <p>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 <b>the products of</b> at least 3 of the <b>OEMs listed</b> in Section 1.2 Introduction h) of the NSSC ITQ.</p>	



**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 (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>	

**2 – Publish Canada’s extension to the NSSC ITQ close date.****Modification 017 - At NSSC ITQ Cover Page (page 1):**

**DELETE:** Closing Date July 22, 2016 02:00 PM

**INSERT:** Closing Date August 5, 2016 02:00 PM

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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.
Amendment No. 003	Buy and Sell	May 5 <sup>th</sup> , 2016	Canada publishes an extension to the NSSC ITQ close date; Modification 010.
Amendment No. 004	Buy and Sell	June 3rd, 2016	Canada publishes an extension to the NSSC ITQ close date; Modification 011.
Amendment No. 005	Buy and Sell	June 24, 2016	Canada publishes an extension to the NSSC ITQ close date; Modification 012.
Amendment No. 006	Buy and Sell	June 30th, 2016	Canada's Response to Question 55 to 125; Modification 013 to 014 the NSSC ITQ.
Amendment No. 007	Buy and Sell	July 20th, 2016	Canada's Response to Question 126 to 137; Modification 015 to 017 the NSSC ITQ.