



### RETURN BIDS TO:

**Shared Services Canada (SSC)**  
Procurement and Vendor Relationships  
180 Kent Street, 13th Floor  
Ottawa, Ontario  
K1P 0B6

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**Services Partager Canada (SPC)**  
Acquisitions et relations avec les  
fournisseurs  
180 rue Kent, 13ième étage  
Ottawa, Ontario  
K1P 0B6

### SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

### Comments - Commentaires

Issuing Office – Bureau de distribution  
**Shared Services Canada (SSC)**

**Procurement and Vendor Relationships |**  
**Achats et relations avec les**  
**fournisseurs**  
180 Kent Street | 180 Rue Kent  
13th Floor  
Ottawa, Ontario  
K1P 0B6

<b>Title – Sujet</b> <b>Iridium Satellite Services Streams 1, 2, and 3 for SSC</b>	
<b>Solicitation No. – N° de l'invitation</b> <b>R000000096/A, R000000099/A, R000000102/A</b>	<b>Amendment No. – N° de modif.</b> <b>002</b>
<b>Client Reference No. – N° référence du client</b>	<b>Date</b> Novembre 1, 2016
<b>GETS Reference No. – N° de reference de SEAG</b>	
<b>File No. – N° de dossier</b> n/a	
<b>Solicitation Closes – L'invitation prend fin</b> <b>THE CLOSING DATE IS REVISED :</b> <b>LA DATE DE CLOTURE EST REVISER :</b> <b>at – à 02 :00 PM EDT</b> <b>on – le November 17, 2016</b>	<b>Time Zone</b> <b>Fuseau horaire</b>  Daylight Savings time (DST)  Heur Avance de l'est (HAE)
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b>  Kenny Leung	<b>Buyer Id – Id de l'acheteur</b> CCQ
<b>Telephone No. – N° de téléphone :</b> 613 790-6964	<b>FAX No. – N° de FAX</b> Not applicable
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> Kenny Leung: (613) 790-6964 Shared Services Canada (SSC) 180 Kent Street, 13th Floor, Ottawa, Ontario, K1G 4A8	
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b>	
<b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



## **SOLICITATION AMENDMENT # 002**

The purpose of this amendment is to:

- 1) Revise solicitation closing date;
  - 2) Revise the Request for Proposal (RFP) to reflect corrections;
  - 3) Revise the Form 8;
  - 4) Revise the Statement of Work – Annex A for Stream 1, Stream 2, and Stream 3;
  - 5) Revise the Annex B – Pricing Tables – Stream 1, Stream 2, and Stream 3;
  - 6) Revise the bidder forms to include the Software Publisher Certification Form 5A & 5B;
  - 7) Revise the Summary at 1.2.D of the RFP;
  - 8) Provide additional instructions regarding the Security Requirement at 6.1.c of the RFP;
  - 9) Respond to bidder questions.
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**1) At the Front page of the Solicitation R000000096/A:**

The closing date for receipt of Proposal Responses is extended as noted below:

**DELETE**            Solicitation Closes – L'invitation prend fin  
                         at – à    02:00 PM  
                         on – le   2016-11-03

**INSERT**           Solicitation Closes – L'invitation prend fin  
                         at – à    02:00 PM/  
                         on – le   2016-11-17

**2) At the request for Proposal document:**

**DELETE**           Request for Proposal (RFP) posted 09\_07\_2016 in its entirety

**INSERT**           Revised Request for Proposal (RFP) dated 09\_27\_2016

**3) At the Form 8 document:**

**DELETE**           Form 8 in its entirety

**INSERT**           Form 8\_Rev.1

**4) At Annex A Statement of Work (SOW) Stream 1, Stream 2, and Stream 3:**

**DELETE**           Annex A (SOW) Stream 1, Stream 2 & Stream 3 in its entirety

**INSERT**           Statement of Work (SOW) Stream 1 \_ Rev.1

Statement of Work (SOW) Stream 2 \_ Rev.1

Statement of Work (SOW) Stream 3 \_ Rev.1



5) **At Annex B1, B2, and B3 Pricing Sheet:**

**DELETE** Annex B Pricing Table- Stream 1, Stream 2 & Stream 3 in its entity

**INSERT** **Annex B1 –Pricing Table - Stream 1\_ Rev.1**

**Annex B2 –Pricing Table - Stream 2 \_ Rev.1**

**Annex B3 – Pricing Table - Stream 3\_ Rev.1**

6) **At Form 1 Bidder Submission Form:**

**DELETE** Form 1 Bidder Submission Form in its entity

**INSERT** **Form 1 Bidder Submission Form\_Rev.1**

7) **At Summary 1.2.d.:** (See attached revised RFP)

**DELETE** Paragraph 1.2.d., in its entirety;

**INSERT** There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.tpsgc-pwgsc.gc.ca/app-acq/index-eng.html>) Website.

8) **At Security Requirement 6.1.c. :** (See attached revised RFP)

**DELETE** Paragraph 6.1.c., in its entirety;

**INSERT** For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document (<http://iss-ssi.pwgsc-tpsgc.gc.ca/ssi-iss-services/sc-cs-eng.html>) on the Departmental Standard Procurement Documents Website.

8) **Response to bidder questions (Q&A)**

**QUESTION 1:** With reference to Annex A1 – Stream 1 Statement of Work Page 17, 4.4 Fixed Iridium Terminals 4.4.1.2.f) states **“an interface with a SIM card”** reader. Would Shared Services amend the requirement to say must accept an Iridium SIM card to make the request clearer?

**ANSWER 1:** At Annex A1 – Stream 1 Statement of Work Page 17, 4.4, Fixed Iridium Terminals 4.4.1.2.f), the wording is now changed to say **“an interface for an Iridium SIM card.**

**QUESTION 2:** With reference to Annex A1 – Stream 1 Statement of Work Page 17, 4.4 Fixed Iridium Terminals 4.4.1.2.b) states the power supply must be rated for 90-240 VAC operation. In our research, we are unable to locate any



solutions that meet this criterion. The fixed site terminals all use the more common range of 110-240VAC. in order to permit a compliant response. Would Shared Services amend the specification to 110-240VAC operation?

**ANSWER 2:** At Annex A1 – Stream 1 Statement of Work Page 17, 4.4 Fixed Iridium Terminals 4.4.1.2.b). The wording is now changed to “**110-240VAC**”.

**QUESTION 3:** With reference to the Bid Solicitation, Iridium Satellite Services, Stream 1, Stream 2, and Stream 3. Page 17, 4.6 Supply Chain integrity Process In the context of bidders providing services and hardware on behalf of Iridium Communications to Shared Services and its clients, please confirm the Mandatory Qualification Submission Requirements of section 4.6 only require the IT Product List and Network Diagrams of the bidder's network and not those of Iridium Communications?

**ANSWER 3:** The requirement includes all networks where Canada's data will be transmitted and / or stored. However, this excludes the Iridium Satellite themselves.

**QUESTION 4:** With respect to Annex A1 – Stream 1 Statement of Work Section 4 Part 4 – Iridium Terminal requirements. Can you provide a definition for the term “type-approved by Canada” as we are unclear how to demonstrate compliance of the products we propose to bid?

**ANSWER 4:** What is meant by type – approved by Canada, is having an industry Canada certification. The following web links provide insight into this requirement: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf01130.html>, [https://www.ic.gc.ca/eic/site/ceb-bhst.nsf/eng/h\\_tt00051.html#Q1](https://www.ic.gc.ca/eic/site/ceb-bhst.nsf/eng/h_tt00051.html#Q1)

**QUESTION 5:** Regarding the company who provide similar services to the U.S Department of Defence as well as other Government intelligence agencies and all staff have either a comprehensive background check, clearance at SECRET or TOP SECRET (contractor) with the company holding an active facility clearance for SECRET materials. The company employee, however, do not maintain a valid RELIABILITY STATUS granted by Canada. Would the company meet the RELIABILITY STATUS requirement based on our staff and facility holding U.S. clearances?

**ANSWER 5:** American security clearances are transferable. All clearances must be transferred via official channels. In this case the clearance transfer will be from the US Department of Defence (DoD) to Public Service and Procurement Canada's (old PWGSC) Canadian Industrial Security Division (CISD) who will in turn transfer the clearance status and expiry date to SSC. The US Company's equivalent of a Company Security



Officer initiates the process by contacting his/her appointed DoD contact. The level of clearance required is identified on the SRCL. For your info, only Canada uses the Reliability Status but DoD and CISD will adopt the US clearance to the Canadian equivalent if Protected A, B or C is identified on the SRCL and contract clauses.

While SSC Security in Contracting oversees security requirements for contracts under our delegated authority, all international contracts must be processed by CISD's subsection CIISD (Canadian International Industrial Security Division). CIISD's mandate is coordination of International Industrial Security, Visits, and Transmission of Protected and Classified Information and Assets. They can be reached at: 613-948-1712 or via email at: [SSIVisites-ISSVisits@tpsgc-pwgsc.gc.ca](mailto:SSIVisites-ISSVisits@tpsgc-pwgsc.gc.ca). The division handles all requests regarding: documents and questions relating to Requests for Visits; transmission of Protected or Classified information and assets; international relations; Transportation Plans; Project/Program Security Instructions; and foreign contract security clauses. Information on international security instruments can be found at: <http://ssi-iss.tpsgc-pwgsc.gc.ca/gvrnmnt/risi-iisr-eng.html>.

**QUESTION 6:** Regarding the requirement to include Procurement Business Number (PBN), and Joint Venture statement.

**ANSWER 6:** All companies must include a Procurement Business Number (PBN), and a Joint Venture is to be clearly stated in the Request for Proposal (RFP) response. The US equivalent System for Award management (SAM) registration will not be accepted. The following web link provides Supplier registration information as well as instructions on how to obtain your PBN: <https://srisupplier.contractsCanada.gc.ca/index-eng.cfm?af=ZnVzZWJdGlVbj1yZWdpc3Rlci5pbmRybw==&lang=eng>  
<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier>  
<https://buyandsell.gc.ca/for-businesses/contacts-for-businesses>

**QUESTION 7:** With respect to Annex A1-Stream 1 Statement of Work. In 4.2.1.4 0), 4.3.1.4 0) and 4.7.1.4 0) a 27W foldable solar charger has been specified. We have not been able to locate a charger of this exact specification. Is there a particular make and model that has traditionally been purchased by the government to satisfy this specification? If this cannot be shared would Shared Services consider changing the specification to a foldable solar charger able to charge the devices in section 4.2, 4.3 and 4.7 without a specific power rating attached?

**ANSWER 7:** Wording changed to "Foldable Solar Panel with cables to connect to and charge the..." in each relevant section.



- QUESTION 8:** Section 7.13 Exchange Rate Fluctuation on page 43. 7.13d makes reference to Annex B1-1, which we could not find. The Exchange Rate Claim Adjustment Form is Annex F. Is the reference to Annex B1-1 supposed to be Annex F? If this is the case the columns described 7.13 d. i-xii do not match the columns in the form in Annex F. Is a completed Annex F to be submitted with the bid response or is it only submitted with the associated monthly invoice when the conditions specified for exchange rate adjustment are met? Is the submission of a Claim for Exchange Rate Adjustment, assuming the conditions specified in 7.13 c are met, at the Contractor's option or is it compulsory?
- ANSWER 8:** Bidders shall note that the reference to Annex B1-1 at page 43 of the RFP refers to the pricing sheet. A correction has been applied to this paragraph within the revised RFP\_Rev.1 enclosed with this amendment. Bidders shall complete and enclose the Annex F with their bid response.
- QUESTION 9:** The validity period required for responses is 180 days?
- ANSWER 9:** Yes, the bid validity is 180 days as stated, in order to permit Canada the time to complete the evaluation of bids, obtain the necessary approvals and then to award a contract.
- QUESTION 10:** Could a Service Order request the migration of an existing service to a new provider? If "YES", when is the earliest date such a migration must be made?
- ANSWER 10:** Canada will manage the transition (migration) of Services between the existing incumbent(s) and the successful bidder(s) and this will be performed in a phased approach using the Service Order instrument noted in the RFP.
- QUESTION 11:** Will all existing services migrate to the Contractor who is chosen to provide service under this RFP?
- ANSWER 11:** Yes, It is Canada's intentions to migrate all services to the successful Bidder(s) for each respective Stream as may be the case. It will be performed in a Phased approach as noted in the response to question 10 above.
- QUESTION 12:** What is the earliest date that a Service Order could be made for the transfer of service, either a new terminal, or new airtime service.
- ANSWER 12:** Once the contract has been awarded and the contract specifics like the catalogue(s) have been entered into our ordering system. The Service Orders will be generated to start transitioning Services between the



current incumbent(s) and the new successful Bidder(s) as noted above in our responses to questions 10 and 11 above.

**ANSWER 13:** Annex F, Claim for Exchange Rate Adjustment document outlines the format in which FCC is calculated. In order for us to provide the most accurate pricing in annex B2 – Appendix B and Appendix C, we will need to know the time and date which will determine the initial exchange rate for any FCC applicable item/service.

**ANSWER 13:** Bidders shall note that for the purpose of completing the Annex F, Claim for Exchange Rate Adjustment with your bid response pricing sheets for this solicitation, please note that noon rate effective on November 01, 2016 will be used for the purpose of completing your calculations. The noon rate for the Bank of Canada can be found at the following web link: <http://www.bankofcanada.ca/rates/exchange/daily-converter/>

**QUESTION 14:** Can you provide an example for annex B1-1 and Annex F using USD as the foreign currency?

**ANSWER 14:** Shared Services Canada is not prepared to provide a detailed response to this question as the documentation clearly articulate the expected data to be entered and such this would be viewed as proving an unfair advantage. For detailed instructions on how to complete a Government of Canada Bid response please refer to the following link: <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-on-opportunities/how-to-prepare-a-bid>  
For instructions on how to complete the Claim for Exchange Rate Adjustment document, bidders can consult the following PSPC website: <http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/450-eng.html>

**QUESTION 15:** With respect to Form 8 – Supply Chain Integrity Form. Several fields in the document supplied have already been pre-selected. Under Company's address we are not able to uncheck the international box. Being a domestic company this should not apply. Please supply the Transaction Number to be added to the document. Is the Pre-Qualification List section to be completed by Shared Services? The instructions at the bottom of Form 8 indicate to email the form to a particular address. Is this to be done before submitting the bid or does Form 8 only need to be added to our response?

**ANSWER 15:** See Form 8\_Rev.1 attached. SSC has entered the relevant data that applies to all bidders. This form will be submitted by SSC Procurement and Vendor relationships prior to the recommendation for contract award. No need to send to the web link shown at the bottom of the page.





**QUESTION 16:** In reviewing the RFP and the associated documents to down load we are finding that several documents are missing from the following site: <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-16-00746671> . The documents that appear to be missing are as follows:

- Annex C1 - STREAM 1 - Security Requirements Check List (SRCL)
- Annex C2 - STREAM 2 - Security Requirements Check List (SRCL)
- Annex C3 - STREAM 3 - Security Requirements Check List (SRCL)
- Annex D – Service Order Form (Sample)
- Form 2 – Federal Contractors Program for Employment Equity – Certification
- Form 3 – Substantiation of Technical Compliance Form
- Form 4 – Off-the Shelf and OEM Certification Form
- Form 5 – Iridium Service Provider or Iridium Value – added Reseller (VAR)
- Certifications
- Form 6 – Customer Reference Contact Information
- Form 7 – Vendor Integrity Form
- Form 8 – Supply Chain Integrity Form

**ANSWER 16:** Canada acknowledges that the solicitation has some missing documents and as such these documents have been appended to this solicitation amendment and will be uploaded to Buy and Sell.

The following missing documents have been attached:

- Annex C1 - STREAM 1 - Security Requirements Check List (SRCL)
- Annex C2 - STREAM 2 - Security Requirements Check List (SRCL)
- Annex C3 - STREAM 3 - Security Requirements Check List (SRCL)
- Annex D – Service Order Form (Sample)
- Form 2 – Federal Contractors Program for Employment Equity – Certification
- Form 3 – Substantiation of Technical Compliance Form
- Form 4 – Off-the Shelf and OEM Certification Form
- Form 5 – Iridium Service Provider or Iridium Value – added Reseller (VAR)
- Certifications
- Form 6 – Customer Reference Contact Information
- Form 7 – Vendor Integrity Form
- Form 8 – Supply Chain Integrity Form

**QUESTION 17:** We have some legitimate concerns with regards to Stream II for the subject Iridium Satellite Service solicitation. The mandatory specifications outlined in the solicitation's Scope of Work are clearly designed to reflect the features of the Track24 Whisper, ECHO and Shadow products, respectively in Sections 4.2, 4.3 and 4.4. While we can appreciate that some of the current end-users may have experience with these products, the solicitation will not allow for other similar and/or more innovative Iridium products to be proposed as alternative solutions. The solicitation appears to favour a Track24 product, and hence prohibits open competition from other Iridium solution providers.

One example, there is a mandatory requirement in Section 4.2;"the beacon must provide a minimum of three LED indicators". Other Iridium products provide one LED indicator that will either flash three different colours and/or flash at different intervals, hence providing the same end-user information via different means. Hence, this mandatory





requirement alone eliminates all other products, including the leading products in this domain such as the NAL Shout and DeLorme inReach, both of which are utilised by numerous domestics and international government organisations, including the government of Canada.

**ANSWER 17:** At **Annex A (SOW) Stream 1, Stream 2 & Stream 3**. Shared Services Canada has reviewed the SOWs and ensures the vendor community that the specs were intended to be generic in nature and in our searches we have found multiple devices that meet most if not all of the requirements. In the example that the bidder has highlighted, it would appear that they have misinterpreted the requirement. The statement does not require multiple LEDs but multiple indicators, meaning it could be one LED light that shows the different statuses. Also, the current device from Track24 with the LCD screen only has one LED light and hence this is contradictory to the statement. Since the SOW may have left some room for interpretation, we have taken the time to revise the SOW with the following sentence “The beacon must provide a LED or multiple LEDs that indicate the following 3 status indicators: Power indicator, emergency indicator and message indicator.” Please see attached revised Annex A (SOW) Stream 1, Stream 2 & Stream 3.

**QUESTION 18:** Enquiry regarding ‘FORM 8 – SUPPLY CHAIN INTEGRITY FORM’.

- Is the bidder required to fill this form in?
- If so, what part(s)?

**ANSWER 18:** Shared Services Canada’s response is Yes, bidders are required to complete Form 8 – Supply chain integrity Form. The content of the form is to include the Vendor details as well as the list of Board of Directors.

**QUESTION 19:** With respect to Annex B1-Appendix B Stream 1 Iridium Airtime Services. There is reference to Annex A1 voice, data and SMS that includes terminal type 4.6. the Iridium GO. Iridium has unique rate plans for the GO that provide additional value for data and SMS users as monthly bundles include a number of voice or data minutes and SMS that are not captured in the pricing sheet. The handset rate plans can certainly be used but heavy data and SMS users of the GO can find value in the GO specific plans. As one example, we offer a monthly plan for the GO that includes 150 voice minutes and unlimited data/SMS bundled into the monthly fee. Would Shared Services wish to amend Annex B1-Appendix B Stream 1 Iridium Airtime Services to include GO specific service plans?

**ANSWER 19:** Shared Please see amended Annex B1-Appendix B Stream 1 Iridium Airtime Services that includes the additional service plan.



**QUESTION 20:** Is the Iridium RUDICS plan intended to be RUDICS only? Or is it intended to have standard Voice calls as well as RUDICS.

**ANSWER 20:** RUDICS only

**QUESTION 21:** What is meant by the Iridium to other Satellite Systems usage?  
a. Is this intended to be a non-RUDICS call to another satellite terminal?  
b. Is this call voice or data?

**ANSWER 21:** a. No; circuit switch data usage only  
b. The call will be Data.

**QUESTION 22:** Is the plan intended to include SMS

**ANSWER 22:** Shared Services Canada's response is Yes, the plan is intended to include SMS.

**QUESTION 23:** We would request Shared Services Canada provide the below titled document mentioned on page 23 of 68 of Bid Solicitation Iridium Satellite Services Stream 1, Stream 2 and Stream 3, which was not included with this bid solicitation:

a. Software Publisher Certification Form

**ANSWER 23:** Bidders shall note that the Software Publisher Certification Form has been included within the revised Bid submission Forms. See attached **Form 1 Bidder Submission Form\_Rev.1.**

**QUESTION 24:** In preparing our proposal on Bid Solicitation Iridium Satellite Services Stream 1, Stream 2 and Stream 3, where should FORM 2A and the other items referenced on page 17 of 68 under section 4.6.b.i – Supply Chain Integrity Process Mandatory Qualification Submission Requirements, be located in our bid proposal?

**ANSWER 24:** Bidders shall note that in accordance with the Bid submission Instructions, it is recommended that the proposal response be submitted in the same order as the Request for Proposal document with the associated attachments. Form 2A could be inserted after the Bidder Forms.

**QUESTION 25:** Is it mandatory that we follow Canada's Policy on Green Procurement to the extent that we must not use cerlox binding to fasten our documents?

**ANSWER 25:** The Bid Preparation Instructions at 3.1 c. ii, are not mandatory, however; they are intended to encourage the vendor community to make their contribution to helping Canada meet its Green procurement Objectives.



**QUESTION 26:** Can we submit the financial sections of this bid in United States Dollars?

**ANSWER 26:** Shared Services Canada's response is No. The intent of this solicitation is to obtain a bid in Canadian Funds and Canada will afford the bidder the privilege to apply the exchange rate protection to its bid with the submission of the Annex F – Claim for Exchange Rate Adjustments.

Bidders shall note that Shared Services Canada is currently working on another Solicitation Amendment in order to respond to the balance of the questions submitted in the last couple of weeks that have yet be addressed.

Solicitation Amendment # 003 will be posted on Buy and Sell in the next couple of days.

**ALL OTHER INFORMATION RELATED TO THIS SOLICITATION,  
REMAINS UNCHANGED**