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Shared Services Canada (SSC)
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K1P 0B6

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Acquisitions et relations avec les
fournisseurs
180 rue Kent, 13ieme 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

Procurement and Vendor Relationships | Achats et
relations avec les fournisseurs
EO Division | Division EO
180 Kent Street | 180 Rue Kent
13th Floor
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K1P 0B6

Title – Sujet Shared Capacity Satellite Services Stream 1 and 2 for SSC	
Solicitation No. – N° de l'invitation R00007568/A, R00007569/A	Amendment No. – N° de modif. 005
Client Reference No. – N° référence du client	Date July 04, 2017
GETS Reference No. – N° de reference de SEAG	
File No. – N° de dossier n/a	
Solicitation Closes – L'invitation prend fin THE CLOSING DATE IS EXTENDED : LA DATE DE CLOTURE EST PROLONGER : at – à 2 :00 pm on – le July 25, 2017	Time Zone Fuseau horaire Eastern Daylight Time (EDT)
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Kenny Leung	Buyer Id – Id de l'acheteur CCQ
Telephone No. – N° de téléphone : 613 790-6964	FAX No. – N° de FAX Not applicable
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : Kenny Leung: (613) 790-6964 Shared Services Canada (SSC) 180 Kent Street, 13th Floor, Ottawa, Ontario, K1G 4A8	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date



SOLICITATION AMENDMENT # 005

The purpose of this amendment is to:

- 1) Revise solicitation closing date;
 - 2) Review the Request for Proposal (RFP) to reflect corrections;
 - 3) Respond to bidder questions
-

1) At the Front page of the Solicitation R00007568/A, R00007569/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 2016-07-11

INSERT Solicitation Closes – L’invitation prend fin
at – à 02:00 PM/
on – le 2017-07-25

2) At the request for Proposal document:

DELETE Request for Proposal (RFP) posted 30_05_2017 in its entirety

INSERT Shared Capacity Satellite Service Stream 1 and Stream 2
Request for Proposal (RFP) dated 30_06_2017_AMD_001

3) Response to bidder questions (Q&A)

QUESTION 1: Referencing Section 3.1.1.4, What does the term utilization mean in this instance? Is it referencing the expected user speed within the “up-to” range? Please explain this term. The assumption is this is a shared/over-subscribed service, so we are confused as to what this term applies to.

ANSWER 1: We understand that the data rate consumed per user connection would vary based on factors such as shared access to the satellite space segment capacity and perhaps traffic management policies for users that consume a disproportionate share of data usage on a satellite network. Specific to your question, no, we are not referencing to the user speeds for the service plans but rather it is our



expectation that the contractor would monitor the collective network congestion rate of the total allocated network capacity to avoid congestion.

QUESTION 2: With reference to VoIP Services, is it to be a fully supported application with specific QoS applied (CBR), or is best effort acceptable?

ANSWER 2: As referenced in sections 3.6.1.1 of the RFP, if the Contractor does provide VoIP services, the Contractor must provide the pricing elements within the PPL (Purchase Price List) as described in Annex B1, Appendix E. In the PPL, the contractor would outline the costs to provide the hardware, the service fees, and if available, the service fees to provide QoS for VoIP support. Therefore whether it is “fully supported voice applications” or “best effort”, please include and specify them in the PPL.

QUESTION 3: In light of the considerable scope of the Shared Capacity Satellite Services Stream 1 and 2 for SSC - will shared services Canada consider a 30 day extension of the due date to 11 August 2017?

ANSWER 3: The RFP deadline for the Shared Capacity Satellite Services Stream 1 and 2 for SSC will be extended for a period of 2 weeks, until July 25, 2017 at 14:00 pm EST

QUESTION 4: Page 7 of 79, Part 2, 2.1.h.1 will the Contracting Authority require as part of the proposal/bid to Shared Service Canada all information has specified in this section for bidder (prime) and all subs as outlined below:

- a) An organization chart for the Bidder showing all related corporations and partnerships;
- b) A list of all the Bidder’s shareholders and/or partners, as applicable; if the Bidder is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner; and
- c) A list of all the Bidder’s directors and officers, together with each individual’s home address, date of birth, birthplace and citizenship(s); if the Bidder is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner. In the case of a joint venture Bidder, this information must be provided for each member of the joint venture. The



Contracting Authority may also require that this information be provided in respect of any subcontractors specified in a bid.

ANSWER 4: Yes. All bidders including joint ventures must provide all info as part of the bidding package.

QUESTION 5: The RFP for Streams 1 (Provinces), identifies city locations in Annex A1 – Appendix A for Ka-band site list in provinces; and Annex A1 – Appendix C, List of Clients. Can the Shared Services Canada provide the exact location, e.g. street address for the individual sites as well as the individual clients to be serviced at each site, along with the total number of end users to be serviced at each site. This information is requested so that link budgets and site survey can be accomplished in time to submit a proposal. Due to the time constraints, will Shared Services Canada consider a 30-day extension from the date the information is provided to all bidders?

ANSWER 5: For the purposes of calculating link budgets, the city name should be sufficient.

As for site surveys, the locations identified in Annex B1 – Appendix C already have an earth station to provide a satellite service, hence the line of sight with a southern exposure is available. For zone 1 and 2 installations, standard installation charges are required and as such identifying the city should be sufficient. Furthermore, for zone 3 and 4 installations, the Contractor would supply a quote on a case-by-case basis.

With regards to number of users to be serviced, the 4 service plans, with upload and download speeds defined will be chosen in light of the number of users at each site.

QUESTION 6: The RFP for Streams 2 (Territories), identifies city locations in Annex A2 – Appendix A for Ka-band site list in territories; and Annex A1 – Appendix C, List of Clients. Can the Shared Services Canada provide the exact location, e.g. street address for the individual sites as well as the individual clients to be serviced at each site, along with the total number of end users to be serviced at each site? This information is requested so that link budgets and site survey can be accomplished in time to submit a proposal. Due to the time



constraints, will Shared Services Canada consider a 30-day extension from the date the information is provided to all bidders?

ANSWER 6: This question is somewhat the same as question 5 and 3 above; therefore, please refer to the response to question 5 and 3.

QUESTION 7: Shared Capacity Satellite Services BROADBAND SERVICE & TERMINAL EQUIPMENT FOR CANADIAN PROVINCES, Page 20, Part 4.1.1.3 “The equipment supplied must be compatible to the network infrastructure from which the clients of Canada will be subscribed to.” Can the Shared Services Canada provide the current network infrastructure, per site location per client end user based on the Annex A1 – Appendix A (Provincial) for Ka-band site list in provinces; and Annex A2 – Appendix A (Territories). This information is requested so that bidder can design the individual sites to comply with the compatibility requirements of the Shared Capacity Satellite Services BROADBAND SERVICE & TERMINAL EQUIPMENT FOR CANADIAN PROVINCES, Page 20, Part 4.1.1.3. Due to the time constraints, will Shared Services Canada consider a 30-day extension from the date the information is provided to all bidders?

ANSWER 7: The intent of this statement “The equipment supplied must be compatible to the network infrastructure from which the clients of Canada will be subscribed to” is to say that the satellite terminal/satellite infrastructure provided by the Contractor should be able to accommodate all (4) service plans. In other words, if the end user decides to upgrade from one plan to any of the other plans, it should not require changes to the satellite terminal/satellite infrastructure.

QUESTION 8: Shared Capacity Satellite Services BROADBAND SERVICE & TERMINAL EQUIPMENT FOR CANADIAN PROVINCES, Page 20, Part 4.1.1.3 “The equipment supplied must be compatible to the network infrastructure from which the clients of Canada will be subscribed to.” Can the Shared Services Canada provide the current list of equipment being used per site location per client end user based on the Annex A1 – Appendix A (Provincial) for Ka-band site list in provinces; and Annex A2 – Appendix A (Territories) to provide the contractor of information to allow for the smooth integration of services.



This information is requested so that bidder can design the individual sites to comply with the compatibility requirements of the Shared Capacity Satellite Services BROADBAND SERVICE & TERMINAL EQUIPMENT FOR CANADIAN PROVINCES, Page 20, Part 4.1.1.3. Due to the time constraints, will Shared Services Canada consider a 30-day extension from the date the information is provided to all bidders?

ANSWER 8: This question is the same as question 7. Please refer to the response to question 7 as the response to this question.

QUESTION 9: Will a proposal that does not provide “Shared capacity satellite services consist of technologies based primarily on the use of Ka-band terminals . . .” as stated in Shared Capacity Satellite Services BROADBAND SERVICES & TERMINAL EQUIPMENT FOR CANADIAN PROVINCES, Annex A1 – Stream 1 Statement of Work, Part 1 – Introduction 1.1 Shared Capacity Satellite Services 1.1.1.1 page 4 of 22 be considered non-compliant?

ANSWER 9: No, proposals other than Ka-band will not be considered as being non-compliant so long as the requirements are met. Proposals that can have a combination of Ka and non-Ka band solutions will also be considered. Section 1.1.1.1 of the RFP describes other service platforms that can be proposed.

QUESTION 10: Can a bidder provide a service offering that is primarily C-band if all required throughputs are met for Plans 1, 2, 3 & 4 for Provinces based on the extreme environmental conditions, e.g. weather – rain and snow which will allow for better performance over Ku & Ka-band systems?

ANSWER 10: Yes, a C-band system can be proposed, as long as it meets the requirements for the (4) service plans including the required system availability. Whatever platform or combination of platforms is used, please note the implication of installation costs on pricing evaluation as indicated in Annex B1.



QUESTION 11: Will a proposal that does not provide “Shared capacity satellite services consist of technologies based primarily on the use of Ka-band terminals . . .” as stated in Shared Capacity Satellite Services BROADBAND SERVICES & TERMINAL EQUIPMENT FOR CANADIAN TERRITORIES, Annex A2 – Stream 2 Statement of Work, Part 1 – Introduction 1.1 Shared Capacity Satellite Services 1.1.1.1 page 4 of 21 be considered non-compliant?

ANSWER 11: This question is the same as question 7. Please refer to the response to question 7 as the response to this question.

QUESTION 12: Can a bidder provide a service offering that is primarily C-band if all required throughputs are met for Plans 1, 2, 3 & 4 for all provinces and territories.

ANSWER 12: Yes, a C-band system can be proposed, as long as it meets the requirements for the (4) service plans including the required system availability

QUESTION 13: In Point 3.2.b.ii (page 12 of the document titled 'shared_capacity_satellite_service_rfp.pdf') there is mention of a Form 7. When scrolling down to Form 6 in the same document (page 79), the document comes to an end. There is no Form 7 in the document and there no 'table below' Form 6 as suggested. Can you please clarify.

ANSWER 13: Bidders shall note that the reference to **Shared Capacity Satellite Service Stream 1 and 2 for SSC Request for Proposal** at page 12 of the RFP refers to the Form 6 Customer Reference Contact Information. A correction has been applied to this paragraph within the revised RFP_Rev.1 enclosed with this amendment.
Bidders shall complete and enclose the Form 6 with their bid response.

QUESTION 14: There is a Form 7 in the list of attached documents, but it does not seem to align with the purpose outlined in Point 3.2.b.ii (page 12 of the document titled 'shared_capacity_satellite_service_rfp.pdf').

ANSWER 14: Bidders shall note that the reference to **Shared Capacity Satellite Service Stream 1 and 2 for SSC Request for Proposal** at page 12 of the RFP



refers to the Form 6 Customer Reference Contact Information. A correction has been applied to this paragraph within the revised RFP_Rev.1 enclosed with this amendment.

Bidders are required to complete Form 7 – Supply chain integrity Form. The content of the form is to include the Vendor details as well as the list of Board of Directors.

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