Shared Services Canada
Procurement and Vendor Relationships
180 Kent St, 13th floor
Ottawa, Ontario
K1P 0B5

February 5th, 2019

Subject:	**Request for Proposal: 15-35358**
Title:	**Non-Attributable Internet Services**
Bid Closing Date:	**Wednesday, February 20, 2019**
Time:	**11:00 AM Eastern Standard Time (EST)**

ADDENDUM: No. 2

Further to the above mentioned Request for Proposal documentation previously posted on the Government Electronic Tendering Site (GETS), BuyandSell.gc.ca, Addendum No. 2 is hereby issued.

PLEASE NOTE THE FOLLOWING CHANGES TO THIS SOLICITATION

In the document "Request for Proposal":

1. Please delete:

    Solicitation Closes – L'invitation prend fin at – à 11:00 AM on – Wednesday, February 6, 2019

    Please insert:

    Solicitation Closes – L'invitation prend fin at – à 11:00 AM on – Wednesday, February 20, 2019

THE FOLLOWING QUESTIONS WERE SUBMITTED BY A POTENTIAL BIDDER TO THE CONTRACTING AUTHORITY IN RELATION TO THE SUBJECT RFP:

Q01 : May Canada please specify if in Annex A (SOW) section 2.4, in which it specifies that the contractor must supply 64 subnets, is this for the total of all sites combined, or will Canada require 64 subnets per site?

A01: Canada requires 64 Subnet for all sites combined.

Q02: Annex A, Article 2.9 The bidder requests that the following text be added "Calculation of uptime is based on incidents reported by Canada using the Contractor's ticketing systems. Incidents that are determined to be Customer-caused or other circumstances outside of the Contractor's reasonable control are excluded from the calculation."

A02: Canada accepts the changes. The text will be issued as part of Addendum 03.

Q03: 5.15 d) (iii) The bidder requests that Canada extends the delivery interval for an RFQ to 30 FGWD in order to fully assess the requirement and provide the detailed supporting information as required by Canada.

A03: Canada will extend the delivery interval for an RFQ from 5 Federal government working days to 20 Federal government working days. Requests for extension will be assessed on a case-by-case basis based on the justification provided.

Q04: 5.15 e) (v) The bidder requests that "negotiated based on availability of physical plant" be added to the Maximum SDI Window for "Adding new or relocating a service to a new location where the required Contractor's service facilities (Such as Copper or fiber) do not exist but can be built and delivered." in Table 1 - Service Delivery Interval (SDI)

A04: This clause will remain unchanged. Requests will be accepted and reviewed on a case-by-case basis.

Q05: 5.16 e) (v) The bidder requests the addition of the following exclusions from the calculation of the Maximum Service outages:

> **a.** **All applicable components not maintained by the Contractor that have a direct and/or indirect impact to the service (this includes but is not limited to power or A/C type scenarios).**
> **b.** **Test and inquiry incident tickets**
> **c.** **No Trouble Found incident tickets**
> **d.** **Outage where no incident ticket was established**
> **e.** **Disaster recovery activities**
> **f.** **Instances where the Contractor or its agents are not afforded access to the Customer premise and equipment**
> **g.** **Outages resulting from the implementation of a Customer Service Order**
> **h.** **Failure of public utility power systems or systems not provided by the Contractor**
> **i.** **Changes made by the Customer to the Service without prior notification to the Contractor**
> **j.** **Outages due to circumstances beyond the Contractor's reasonable control, such as but not limited to, labour difficulties, governmental orders, civil commotion, or local or national emergency.**

A05: Canada accepts the changes. The text will be issued as part of Addendum 03.

Q06: In Annex A, Statement of Work, Section 2.4: "Internet activities must originate randomly from multiple unlimited source IP address." Does this random nature happen within Canada's control or the Contractors? ie:
> **- Canada may control where outbound traffic originates on the public internet for each outbound connection (on whatever basis it chooses ie per flow, per session)**
> **- The contractor will randomly terminate outbound flows to public internet origination points, Canada will just send traffic for random origination to the contractor.**

A06: Canada would like to control where outbound traffic originates on the public internet for each outbound connection (on whatever basis it chooses ie per flow, per session).

Q07: In Annex A, Statement of Work, Section 2.4: "Internet activities must be routed through multiple random points of non-attribution between the source IP address and the ultimate Egress node." Does Canada expect that traffic sourced from Canada into the solution will then transit multiple IP hops before reaching the first public Internet node, or is it OK if traffic appears to originate directly from the public IP in the international location with no apparent routing back to Canada?

A07: It is OK if traffic appears to originate directly from the public IP in the international location with no apparent routing back to Canada.

Q08: In Annex A, Statement of Work, Section 2.6 "Internet activities must be routed randomly to one of multiple Egress nodes." Is it acceptable if the contractor allows Canada to control which outbound origination point it uses for each activity (ie per flow, per session etc)?

A08: Yes it is acceptable and required that Canada controls where the outbound traffic is generated from.

The purpose of this Addendum is to provide Canada's response to questions received from bidders. The solicitation period has been extended to allow time for review and response. Please note question deadline has now passed.

All other Terms and Conditions for this requirement remain unchanged.

<u>Tenderers are to acknowledge this Addendum by signing in the space provided below and enclosing a copy of this document with their tender submission.</u>

Regards,

Julie Michelle Tremblay
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Shared Services Canada
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RECEIPT ACKNOWLEDGED

Name of Company _____

Signature _____