



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

February 15th, 2019

**Subject: Request for Proposal: 15-35358**

**Title: Non-Attributable Internet Services**

**Bid Closing Date: Wednesday, February 27, 2019**

**Time: 11:00 AM Eastern Standard Time (EST)**

**ADDENDUM: No. 3**

Further to the above mentioned Request for Proposal documentation previously posted on the Government Electronic Tendering Site (GETS), BuyandSell.gc.ca, **Addendum No. 3** is hereby issued.

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

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**\*\*PLEASE NOTE THE FOLLOWING CHANGES TO THIS SOLICITATION\*\***

1. In the document "Request for Proposal", front page:

**Please delete:**

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

**Please insert:**

Solicitation Closes – L'invitation prend fin at – à 11:00 AM on – Wednesday, February 27, 2019

2. In the document "ANNEX A : Statement of Work", Section 2.9:

**Please insert:**

2.9 a) 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.



3. In the document “Request for Proposal”, Section 5.15 Service order Process, d) Service Expansion, (iii):

**Please delete:**

The contractor must use the information contained in the RFQ to prepare and provide to Canada, within 5 Federal Government Working Days of issuance of the RFQ, a detailed and fully supported price quote. The Contractor’s quotation must be in accordance with the rates set out in the Contract without surpassing the Canadian consumer price index (CPI). This will be demonstrated by resubmitting; Attachment 4.1 Price Evaluation Workbook.

**Please insert:**

The contractor must use the information contained in the RFQ to prepare and provide to Canada, within **20 Federal Government Working Days** of issuance of the RFQ, a detailed and fully supported price quote. The Contractor’s quotation must be in accordance with the rates set out in the Contract without surpassing the Canadian consumer price index (CPI). This will be demonstrated by resubmitting; Attachment 4.1 Price Evaluation Workbook.

4. In the document “Request for Proposal”, Section 5.16 Payment, e) Payment Credits, (V):

**Please delete:**

Scheduled maintenance interruptions approved by Canada will be excluded from the calculation of the Maximum Service outages.

**Please insert:**

Scheduled maintenance interruptions approved by Canada will be excluded from the calculation of the Maximum Service outages. Acceptable interruptions include:

- 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.



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

**Q09: Does the client require a dedicated Internet loop (DSL or otherwise) to each of their locations, as part of the manage attribution service? M-002 seems to require Internet service, rather than a OTT service. Manage attribution is a OTT service.**

**A09:** Canada requires INTERNET service that is totally detached and separate from the GofC.

**Q10: One of the mandatory requirements appears a little bit odd as the technical description would make the solution largely unfeasible, and exceptionally expensive. We believe there is a mistake in the way the requirement was written, and would like to get a clarification. The mandatory M-005 reads as follows: "The Bidder must guarantee and demonstrate in their bid that they can provide a total of 64 single host IP subnets (i.e. /30) public IP addresses." What we think is being asked for is "64 single host endpoints (i.e. /32" rather "/30)".**

**A10:** Canada requires 64 single host IP's per site (two sites proposed).

**All other Terms and Conditions for this requirement remain unchanged.**

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

Regards,

Julie Michelle Tremblay  
Senior Procurement Officer  
Shared Services Canada  
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Telephone 613-327-9796

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**RECEIPT ACKNOWLEDGED**

**Name of Company** \_\_\_\_\_

**Signature** \_\_\_\_\_