



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Travaux publics et Services gouvernementaux  
Canada  
Place Bonaventure,  
800 rue de la Gauchetière Ouest  
Voir aux présentes - See herein  
Montréal  
Québec  
H5A 1L6  
FAX pour soumissions: (514) 496-3822

**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**

**Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Travaux publics et Services gouvernementaux Canada  
Place Bonaventure, portail Sud-Oue  
800, rue de La Gauchetière Ouest  
7e étage, suite 7300  
Montréal  
Québec  
H5A 1L6

<b>Title - Sujet</b> LOI Sat Ops	
<b>Solicitation No. - N° de l'invitation</b> 9F044-190565/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 9F044-190565	<b>Date</b> 2020-02-12
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$MTB-255-15637	
<b>File No. - N° de dossier</b> MTB-9-42283 (255)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-03-10</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Desforges, Julie	<b>Buyer Id - Id de l'acheteur</b> mtb255
<b>Telephone No. - N° de téléphone</b> (514) 602-8307 ( )	<b>FAX No. - N° de FAX</b> (514) 496-3822
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

N° de la lettre - Letter No.  
9F044-190565/A

N° de la modif - Amd. No.  
001

Id de l'acheteur - Buyer ID  
MTB255

N° de réf. du client - Client Ref. No.  
9F044-190565

File No. - N° du dossier  
MTB-9-42283

N° CCC / CCC No./ N° VME - FMS

### AMENDMENT 001

*Any interested supplier should provide their comments about the content of this documentation no later than February 26<sup>th</sup> 2020 in order to support an eventual request for proposal. Comments received after this date might not be considered.*

\*\*\*\*\*

Title: Satellite Flight Operations and Data Management Services

Nature of Requirements:

#### **1. PURPOSE OF THIS NOTICE**

Inform industry about an upcoming important procurement process (#: 9F044-190433/A) in the domain of satellite flight operations and related data management flowing from these satellite missions, including the corresponding Service Level Agreement, the anticipated evaluation criteria and the security requirements that the Contractor and its personnel must comply with.

#### **2. TRADE AGREEMENTS**

The requirement will be subject to the provisions of the Canada-European Union Comprehensive Economic and Trade Agreement (CETA).

#### **3. DESCRIPTION**

Every day, Canadian and international satellites meet the needs of users, in Canada and around the world. From space, they provide information and services to support Earth Observation, maritime surveillance, space surveillance, ecosystems monitoring, environmental monitoring, natural disaster management, the national economy, security and defense, and health.

Public Works and Government Services Canada (PWGSC), on behalf of the Canadian Space Agency (CSA), is looking to put in place a contract for the provision of satellite Flight Operations and Data Management Services, including spacecraft health monitoring and control, operational analysis, basic system maintenance, data order handling, image quality control and data processing and archiving for the satellite missions under its responsibility and operated at the Multi-Mission Control Center (MCC) of the Canadian Space Agency (CSA). Missions potentially addressed in the work include, but are not limited to, SCISAT, NEOSSat, M3MSat and RADARSAT Constellation Mission (RCM), assuming all are operating at the start of the Contract. In addition, the Government of Canada RADARSAT Data Services, which covers Government part of data management (order handling) for the RADARSAT-2 mission, is also covered.

The work will consist of mandatory Services captured in a Statement of Work (SOW), which will only be provided in the RFP, that the Contractor must fulfill subject to a Firm-Fixed Price (FFP) process as well as incentives based on Key Performance Indicators (KPIs) described in a Service-Level Agreement (SLA) [ANNEX A]. This SLA will define Service Levels of the work based on unified Performance Indicators (PIs) that will be used to capture the end-to-end service provision and apply standardized processes and performance targets. Performance indicators may include such measures as Space Segment Availability, System Anomaly Resolution Time, Space

N° de la lettre - Letter No. 9F044-190565/A	N° de la modif - Amd. No. 001	Id de l'acheteur - Buyer ID MTB255
N° de réf. du client - Client Ref. No. 9F044-190565	File No. - N° du dossier MTB-9-42283	N° CCC / CCC No./ N° VME - FMS

Segment Risk Response Time, Time from Data Order to Acquisition, Time from Acquisition to Processing and Distribution to the users, etc. In total 16 metrics have been identified as PIs. From these 16, few have been selected as KPI. KPIs will be reviewed and mutually agreed upon every year at the Operational Services Reviews (OSR) by both parties based on lessons learned and need to make necessary adjustments for mutual benefit. Once agreed, the updated SLA will take precedence and be fully in effect for the remainder of the Contract term, until a subsequent SLA update takes effect. The Contractor will be expected to deliver, monitor and control the Key Performance Indicators as agreed in the SLA.

In addition to the fixed services, there may be additional work required and requested to be performed by the Contractor through a Task Authorization process to cover for other activities such as new mission planning, continuous improvement activities, basic ground and flight software maintenance, hardware repair and build activity, and support to foreign space agencies' launches and satellite operations.

CSA will provide access to Government Furnished Equipment/Services (GFE) in terms of the operational system and its constituent elements. Some of these items are part of the CSA generic infrastructure and others are supplied specifically for each mission undertaken. These tools will be provided as-is and in a condition suitable to be used for Operations. The Contractor will work with experts from the CSA, Shared Services Canada, Natural Resources Canada, and others in the usage of this infrastructure to deliver on all mission objectives. The major portion of the work is expected to be conducted within the CSA premises.

To ensure continuity of operations and knowledge transfer, the CSA will also provide Government Furnished Personnel (GFP) to be embedded within the Contractor team in order to:

- Maintain efficient communication and collaboration between parties,
- Ensure a level of knowledge retention and transfer within the Government, and
- Maintain the Government's expertise in operations by offering government employees relevant Satellite operations experience.

The anticipated evaluation criteria for this upcoming RFP are presented in Annex B.

Potential bidders are invited to submit any comment they have on Annex A and Annex B.

#### 4. SECURITY REQUIREMENT

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance (FSC) at the level of **SECRET** with approved *Document Safeguarding Capability* (DSC) at the level of **PROTECTED B** issued by the Contract Security Program (CSP), at Public Works and Government Services Canada (PWGSC).
2. This Contract includes access to *controlled goods*. Prior to access, the Contractor must be registered in the Controlled Goods Program of PWGSC.
3. The Contractor personnel requiring access to CLASSIFIED and/or PROTECTED information, assets or sensitive site(s) must EACH hold a valid personnel security screening at the level of **SECRET or RELIABILITY STATUS**, *as required*, granted or approved by the CSP, PWGSC.

N° de la lettre - Letter No.  
9F044-190565/A

N° de la modif - Amd. No.  
001

Id de l'acheteur - Buyer ID  
MTB255

N° de réf. du client - Client Ref. No.  
9F044-190565

File No. - N° du dossier  
MTB-9-42283

N° CCC / CCC No./ N° VME - FMS

4. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store any sensitive **CLASSIFIED** and/or **PROTECTED** information until the CSP, PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of **PROTECTED B**.
5. Subcontracts, which contain security requirements, are **NOT** to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor must comply with the provisions of the:
  - a) *Security Requirements Check List* and Security Classification Guide attached at Annex C and C-1;
  - b) *Industrial Security Manual* (Latest Edition).

Firms that are interested in bidding but that do not already hold a valid DOS must immediately make the necessary arrangements with the contact identified in this notice. Firms that hold a valid DOS but that are not authorized to safeguard protected documents must immediately contact their Company Security Officer to make the necessary arrangements with PWGSC's Canadian Industrial Security Directorate.

Firms must comply with security requirements at bid closing time.

## **5. OTHER CONSIDERATIONS**

This Letter of Interest (LOI) is neither a bid solicitation nor a preselection process. This LOI will not result in the award of any contract; therefore, potential suppliers of any services described in this LOI should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this LOI. Also, the procurement of any of the services described in this LOI will not necessarily follow this LOI. This LOI is simply intended to inform industry about an upcoming important procurement process and collect comments that organizations might have.

The issuance of this LOI is not to be considered in any way as a commitment by Canada, or as authority for the Respondent to undertake any work which could be charged to Canada, nor is this LOI to be considered a commitment to issue eventual RFPs, enter into a private-public partnership or award eventual contracts in relation to this activity.

### **List of Annexes:**

Annex A - Service Level Agreement - Flight Operations and Data Management Services.pdf  
Annex B - Evaluation Criteria - Flight Operations and Data Management Services.pdf  
Annex C - Security Requirement Check List (SRCL)  
Annex C-1 - Security Classification Guide