



## SHARED SERVICES CANADA

### Request for Information for the Procurement Process for Computer Processing, Data Storage Management and Monitoring Services

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Destination of Goods/Services	Not applicable – Request for Information Only		
Email Address for Submitting your Response by the Closing Date	Weny.Dang@Canada.ca		

# SHARED SERVICES CANADA

## Request for Information (RFI)

### for the Procurement of Computer Processing, Data Storage Management and Monitoring Services

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## Request for Information for the Procurement Process for Computer Processing, Data Storage Management and Monitoring Services

### 1. General Information

#### 1.1 Introduction

- a) Shared Services Canada (SSC) have a requirement to acquire the services of a Supplier to take over the monitoring and hardware maintenance for Canada legacy servers. The Supplier must also migrate applications running on Canada legacy servers to new computer processing equipment provided by the Supplier that will be located in SSC Enterprise Data Centres.

The Supplier would be responsible for the operation, management, maintenance, OS and local data backup and recovery, evergreening and performance services levels of the servers provided. The Supplier would also be responsible for all non-SAN data storage management including backups and recovery.

Canada would be responsible for providing, managing and maintain the middleware while SSC Clients would be responsible for managing and maintaining the applications code/software residing on the new computer processing equipment provided by the Supplier. Canada would also be responsible for the operations of the data centre, data centre security, incident management, networks, network security and SAN data storage and management.

- b) **Phase 1 of Procurement Process:** This Request for Information (RFI) is the first phase of a procurement process by Shared Services Canada (SSC) for Computer Processing, Data Storage Management and Monitoring Services (the “**Service**”). Suppliers are invited to submit responses to assist Canada in refining its requirements for the Services required. Suppliers are not required to submit a response to this RFI in order to participate in any later phases of the procurement process for the Project.
- c) **Phase 2 of Procurement Process:** The second phase will be an ITQ to qualify suppliers to participant in the RFP process. During the ITQ phase, mandatory qualifications will be required by the Suppliers to continue in the procurement process. Once the ITQ phase completed, Shared Services Canada will initiate discussion with the qualified suppliers to better determine the Services that will be procured.
- d) **Phase 3 of the Procurement Process:** The final phase of the procurement process will be the RFP phase, where one supplier will be selected to provide the Services.
- e) **RFI Phase is not a Bid Solicitation:** This RFI is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities undertaken during this RFI. Canada reserves the right to cancel any of the preliminary requirements described as part of the Project at any time during the RFI or any other phase of the procurement process. Given that the RFI process and any related procurement activity may be partially or completely cancelled by Canada, it may not result in any subsequent procurement processes.

- f) **Response Costs:** SSC will not reimburse any supplier or any of its representatives for any overhead or expenses incurred in participating in or responding to any part of the RFI phase. Suppliers are also responsible for carrying out their own independent research, due diligence and investigations (including seeking independent advice) that they consider necessary or advisable in connection with their participation in the RFI process and any future procurement process.

## 1.2 Overview of the Project

- a) **Scope of Anticipated Procurement:**
  - i) **Potential Client Users:** This RFI is being issued by SSC. It is intended that the supply arrangement resulting from any subsequent solicitation would be used by SSC to provide services to one or more of its clients. SSC's clients include SSC itself, those government institutions for which SSC's services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for which SSC's services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. Any subsequent procurement process will not preclude SSC from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.
  - ii) **Number of Supply Arrangements :** Canada is currently contemplating the award of one supply arrangement.
  - iii) **Term of any Resulting Supply Arrangements:** Canada is currently contemplating that any resulting supply arrangements will be 5 years plus 3 one-year options.
- b) **National Security Exception:** Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this requirement.
- c) **Preference for Canadian Goods and Services:** The requirement may be subject to for Canadian goods and/or services. This will be set out in any subsequent solicitation.

## 1.3 Volumetric or Historical Data

The data and pertinent information such as the Statement of Work (SOW) has been provided in Annex A to suppliers to assist them in understanding Canada's requirements. The inclusion of this data in this RFI does not represent a commitment by Canada that Canada's future usage or purchase of computer processing, data storage management and monitoring services will be consistent with this data. It is provided purely for information purposes. Although it represents the best information currently available to SSC, Canada does not guarantee that the data is complete or free from error.

## 1.4 Submitting Questions

- a) Questions about this RFI can be submitted to the Contracting Authority at his or her email address identified on the cover page up until [5] working days before the closing date and time indicated on the cover page of this document. Canada may not answer questions received after that time.
- b) To ensure the consistency and quality of information provided to suppliers, significant questions received, and the answers will be emailed directly to all the suppliers invited to participate in this RFI process as an amendment to this RFI.

## 2. Information Requested by Canada

### 2.1 Comments on Preliminary Documents

Suppliers are requested to provide their comments, concerns and, where applicable, alternative suggestions regarding how the requirements or objectives described for the Project could be satisfied. Suppliers are also invited to provide comments regarding the content, format and/or organization of any draft documents provided with this RFI. Suppliers should explain any assumptions they make in their responses.

### 2.2 Responses to Questions for Industry

Canada requests responses to the following questions:

- a) Name of your firm?
- b) Firm's address?
- c) Firm's years in Business?
- d) Firm's contact for this RFI?
  - i) Title?
  - ii) Email address?
  - iii) Phone?
- e) Would your firm be interested in bidding on this requirement through an RFP process?
  - i) If not, why?
- f) Would your firm have the resources and capacity to migrate the applications residing on 380 legacy servers to your firm's servers located at SSC's Enterprise Data Centres over a 4-year period?
- g) Has your firm previously completed similar application migrations?
  - i) For how many clients?
  - ii) For how many applications?
  - iii) For what size of applications?
- h) Does your firm currently provide computing processing services for clients?
  - i) For how many clients?
  - ii) What types of computing processing equipment?
  - iii) What size and volume of computing processing equipment?
- i) Does your firm provide remote computer system monitoring services?
  - i) For how many clients?
  - ii) For how many computer systems?
  - iii) What service levels do you provide?
- j) Does your firm provide computer hardware maintenance support services?
  - i) For how many clients?
  - ii) What types of service levels do you provide?
- k) What are the best practices for migrating application running on Legacy servers located at one data centre to a new processing platform at a different data centre located several kilometers away?
- l) What information would you require regarding the 380 legacy servers that would better help you in migrating the applications to a new processing platform?
- m) What additional information to above item l) would you required to better price your effort to accomplish the migration?

- n) What method(s) would you recommend, along with the rationale, for pricing the services related to the requirements for this RFI?
- o) How would your firm suggest addressing middleware licensing costs related to migrating applications from SSC equipment to your equipment?
- p) How would your firm suggest managing SSC Clients installing and updating their software application on your computer equipment?
- q) What types of service levels, along with the rationale, would you suggest for the services required in this RFI for?
  - i) Legacy Server Monitoring
  - ii) Legacy Server Maintenance
  - iii) Legacy OS and Data Backup
  - iv) New Processing Platform Performance Management
  - v) Application Migration
  - vi) Data Storage Management
  - vii) Evergreening Management
  - viii) Others?
- r) What evaluation criteria would you suggest that Canada use to select a Supplier to provide the services required for this RFI.
  - i) Mandatory Criteria?
  - ii) Rated Criteria?
  - iii) Financial?
- s) Would your firm have additional information that might assist Canada in developing an RFP for this requirement?

## 3. Supplier Responses

### 3.1 Submitting a Response

- a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should submit it by email to the Contracting Authority at the email address for submitting a response identified on the cover page by the closing date and time identified on the cover page of this document.
- b) **Responsibility for Timely Delivery:** Each supplier is solely responsible for ensuring its response is delivered on time to the correct email address.
- c) **Identification of Response:** Each supplier should ensure that its name and return address, the solicitation number, and the closing date are included in the response in a prominent location. The supplier should also identify a representative whom Canada may contact about the response, including the person's name, title, address, telephone number and email address.

### 3.2 Confidentiality

If a supplier considers any portion of its response to be proprietary or confidential, the supplier should clearly mark those portions of the response as proprietary or confidential. Canada will treat the responses in accordance with the *Access to Information Act* and any other laws that apply.

## 4. Canada's Review of Responses

### 4.1 Review of Responses

Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify any draft documents provided with this RFI and its procurement strategy. Canada will review all responses received by the RFI closing date and time. Canada may, in its discretion, review responses received after the RFI closing date and time.

### 4.2 Review Team

A review team composed of representatives of Canada will review and consider the responses. Canada may hire any independent consultant(s), or use any Government resource(s), to review any response. Not all members of the review team will necessarily participate in all aspects of the review process.

### 4.3 Follow-up Activity

- a) Canada may, in its discretion, contact any suppliers to follow up with additional questions or for clarification of any aspect of a response. Canada's follow-up may involve a request for a further written response or for a meeting with representatives of Canada.

# ANNEX A- Statement of Work for the Procurement of Computer Processing, Data Storage Management and Monitoring Services

## 1. Background Information

Currently SSC have 9,000 HP/UX servers in its datacenters. For this procurement process 380 HP/UX instances on 190 physical servers running a variety of applications from multiple client departments will need to be migrated over a 4-year period from contract award to a new computing processing equipment provided by the Supplier.

Eleven departments have been identified for this service.

These 190 physical servers are currently located in various Data Centers across Canada.

SSC estimate that about 15% of these servers have critical applications running on them that have redundant computer processing equipment located in different data centres.

SSC would like the selected Vendor to provide Infrastructure as a Service (IaaS) with the following objectives:

- a) Full transparency regarding consumption
- b) Efficient use of capital
- c) Free up SSC resources from infrastructure tasks
- d) High availability and prevention of downtime
- e) Flexibility and agility for future capacity requirements

## 2. Enterprise Data Centres

There is four SSC's Enterprise Data Centres located in Ontario and Québec. These Enterprise Data Centres are the most modern Data Centres and have been identified to receive all Canada's servers while the other Data Centres will be closed.

## 3. Deliverables

The following deliverables are expected from the supplier:

- a) Manage an HP/UX infrastructure
- b) Manage and maintain legacy equipment in preparation for the migration to newer equipment
- c) Migrate applications from legacy equipment to newer infrastructure
- d) Provide secure Computing Infrastructure as a Service (IaaS) solution on premises within SSC's Enterprise Data Centers
- e) Enable technology evolution for the duration of the contract

## 4. Supplier Responsibilities Related to Legacy Servers

For the Legacy Servers, the supplier will be responsible the following:

- a) Provide and setup required monitoring tools
- b) Monitor remotely the legacy computing equipment and OS
- c) Maintain the legacy computer equipment
- d) Migrate the applications from the Legacy servers to new processing platforms owned by the supplier and located in SSC's Enterprise Data Centers.



- e) When issues arise, report and coordinate with SSC's incident management centre and SSC groups to resolve.

## **5. SSC Responsibilities for Legacy Servers**

For the Legacy Servers, SSC will be responsible for the following:

- a) Data Centre including:
  - i. Floor Space
  - ii. Environmental Control
  - iii. Electricity
  - iv. Physical Control & Security
- b) Networks
- c) Firewalls
- d) Interfaces to network and other devices
- e) SAN storage, management and backups
- f) Incident management centre for incident escalation, troubleshooting and management.

## **6. Supplier Responsibilities Related to New Processing Platforms**

For the new processing platforms, the supplier will be responsible for the following:

- a) Setup new processing platforms, network interfaces, non-SAN storage and other required devices owned by the supplier however located in SSC Enterprise Data Centers.
- b) Maintain all equipment provided by the supplier located in SSC Enterprise Data Centers.
- c) Setup required OS and monitoring tools on new processing platforms.
- d) Support the setup of middleware, database and security software on new processing platforms.
- e) Work with SSC and SSC's Clients to migrate Client applications onto new processing platforms.
- f) Work with SSC and SSC's Clients to properly test Client applications migrated onto the new processing platforms.
- g) Work with SSC and SSC's Clients to bring into production the Client's applications migrated onto the new processing platforms.
- h) Monitor remotely the new processing platforms including hardware and OS.
- i) Maintain the new processing platforms at required performance and security levels by adhering to GoC patching policy including reporting patching level and ensuring interoperability with the other components related to the New Processing Platform (SAN, backup, network, firewall, application).
- j) When issues arise, report and coordinate with SSC incident management team and support groups to resolve.

## 7. SSC Responsibilities for Applications running on New Processing Platforms

For applications running on the Suppliers new processing platform, SSC will be responsible for:

- a) Data Centre including:
  - a. Floor Space and Cabinets
  - b. Environmental Controls
  - c. Electricity
  - d. Physical Control & Security
  - e. All Networks within the Data Centre
  - f. All Network connections to SSC Clients
  - g. Network Firewalls
  - h. SAN storage
- b) Middleware
  - a. Installation
  - b. Upgrades
  - c. Patches/Fixes
  - d. Troubleshooting
- c) Application Software (SSC's Client)
  - a. Installation
  - b. Upgrades
  - c. Patches/Fixes
  - d. Troubleshooting
- d) Network and Firewall Security Software
  - a. Installation
  - b. Upgrades
  - c. Patches/Fixes
  - d. Troubleshooting
- e) SAN Storage Backups and Restore
  - a. Installation of software
  - b. Upgrades of software
  - c. Patches/Fixes of software
  - d. Troubleshooting
  - e. Performing daily backups
  - f. Restoring data when requested by clients
- f) Incident Management Centre for incident escalation, troubleshooting and management.