



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada
1713 Bedford Row
Halifax, N.S./Halifax, (N.É.)
Halifax
Nova Scotia
B3J 1T3
Bid Fax: (902) 496-5016

**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
Atlantic Region Acquisitions/Région de l'Atlantique
Acquisitions
1713 Bedford Row
Halifax, N.S./Halifax, (N.É.)
Halifax
Nova Scot
B3J 1T3

Title - Sujet Data Centre Hosting Services	
Solicitation No. - N° de l'invitation MA021-200048/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client MA021-20-0048	Date 2021-01-07
GETS Reference No. - N° de référence de SEAG PW-\$HAL-219-11124	
File No. - N° de dossier HAL-0-85155 (219)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Atlantic Standard Time AST on - le 2021-01-18 Heure Normale de l'Atlantique HNA	
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Richard, Linda K.	Buyer Id - Id de l'acheteur hal219
Telephone No. - N° de téléphone (902) 402-9059 ()	FAX No. - N° de FAX (902) 496-5016
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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

AMENDMENT 4

This amendment is issued to reflect the following changes:

1. Under Annex 1 to Part 4 – Evaluation Process and Basis of Selection

Delete: In its entirety

Insert: The following

ANNEX 1 TO PART 4 EVALUATION PROCESS AND BASIS OF SELECTION

Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each of the mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria (MT)			
For the purpose of the mandatory technical criteria below, the experience of the Bidder, its employees and subcontractors will be considered.			
Item	Mandatory Technical criteria	Met / Not Met	Cross Reference to Proposal (please demonstrate experience in this column)
MT1	<u>Security Policy</u> The Supplier must have security policies and controls governing the following Data Centre attributes. A. Security audit B. Access control C. Audit		The bidder must provide complete project details including but not limited to: - Provide a detailed description of how each of the attributes are supported. - Description of how Administration account access is permitted and approved. - Provide the review process for administrative accounts, frequency of reviews.

Mandatory Technical Criteria (MT)

For the purpose of the mandatory technical criteria below, the experience of the Bidder, its employees and subcontractors will be considered.

Item	Mandatory Technical criteria	Met / Not Met	Cross Reference to Proposal (please demonstrate experience in this column)
MT2	<p><u>Standards and Best Practices</u></p> <p>Suppliers must demonstrate full or partial compliance with industry recognized security standards.</p>		<p>The bidder must provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Detailed overview of the degree to which the Supplier complies with its adopted security standards. - Provide a list, or references to such list, of <u>security controls in use.</u>
MT3	<p><u>Implementation/Migration/Transition</u></p> <p>Provide an outline of adherence to ITIL (Information Technology Infrastructure Library) processes and describe its quality control processes.</p>		<p>The bidder must provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - ITIL Level; - Description of Service Desk, Problem resolution, Incident and Problem Management, Change Management, Request Management, etc. - Describe experience levels in data center migration similar to MAI; - Provide references specific to data center migration. - Provide any specific details and/or experience with migrating SQL DB's, SAP, Co-Lo migration).
MT4	<p><u>Information Protection and Privacy</u></p> <p>Provide an overview of the Suppliers Information Management and information security plan and how the plan will ensure that Marine Atlantic Inc. will continue to fulfil its privacy obligations.</p>		<p>The bidder must provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide detailed description for controls over personal and confidential information. - Breach notification to protocols. - Limitations on collection and handling and any prohibitions regarding the personal or confidential information for the purposes of the contract. - Disposition of the personal information, where relevant. - Administrative, technical and physical safeguards.

Mandatory Technical Criteria (MT)

For the purpose of the mandatory technical criteria below, the experience of the Bidder, its employees and subcontractors will be considered.

Item	Mandatory Technical criteria	Met / Not Met	Cross Reference to Proposal (please demonstrate experience in this column)
M5	<u>Service Level Agreement</u> Provide a detailed service level agreement.		The bidder must provide complete project details including but not limited to: -Regular business hours -Response times -Mechanisms to contact the Supplier -After hours support contact information -State response times on severity of the ticket and the escalation path. -Time frames for new server builds and decommissioning of old server requests. <i>Note: The service level will be mutually agreed upon by both MAI and the Supplier prior to the contract being awarded.</i>

Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables below.

Bids which fail to obtain the required minimum number of points specified for The Bidder's proposed resources will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria - RT			
For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.			
Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT1	<u>Audit</u> Describe the Suppliers processes for maintaining audit logs for monitoring access, detecting misuse, investigating cyber incidents and handling privacy breaches.	6 Points	The bidder should provide complete project details including but not limited to: <ul style="list-style-type: none"> - Provide details on any Privacy breach cyber incident in the last 5 years, how was it handled. (if not within 5 years, how would it be handled?) - Would MAI access be provided to view active monitoring? - Description of the tools used for monitoring and detecting. - Description of what is logged, location, how long, etc.
RT2	<u>Hardware and Software Currency</u> Please describe the process by which hardware and software are kept current and patched.	9 Points	The bidder should provide complete project details including but not limited to: <ul style="list-style-type: none"> - Detail schedule for patching. - Describe approach to Proactive monitoring. - Describe approach on how unscheduled patch/security releases are handled. - Provide description and approach to hardware lifecycle management.

Point Rated Technical Criteria - RT

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.

Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT3	<p><u>Infrastructure Management</u> Please describe how infrastructure is managed in the Data Centre:</p> <ul style="list-style-type: none"> a)Physical Access b)Monitoring c)Power Redundancy d)Fire Suppression e)Environmental Controls 	6 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide details as to granting MAI access to the Data Centre if and when requested. - Provide description as it relates to proactive monitoring and controls. - Provide details on what reports would be available to MAI and frequency.
RT4	<p><u>Disaster Recovery</u> Please provide any Business Continuity Plans and Disaster Recovery Plan employed by the Supplier.</p>	6 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide timelines for restoration once initial request has been made. (1.5) - Provide details on high availability services or options for hosting infrastructure. (1.5) - Provide documented Business Continuity Plans and Disaster Report plans. (2) - Provide a detailed plan as it would pertain to MAI hosted environment. (1)

Point Rated Technical Criteria - RT

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.

Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT5	<p><u>Incident Response – Detection, Response and Recovery</u></p> <p>The Supplier must have an acceptable plan implemented for addressing Cyber Security Incidents.</p>	8 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Outline the Suppliers Data Privacy Breach response process including escalation and recovery procedures, and notification (reporting) requirements. (2) - Outline the measures in place to detect data breaches or cyber incidents. Indicate if the Supplier has in place real-time audit feeds so that Supplier reported incidents can be independently verified in the audit trail. (3) - Provide any Incident Response Plans employed by the Supplier. (2) - In the event of a breach or potential breach, MAI may require the Supplier to prepare a Virtual Machine (VM) onto an encrypted Hard Disk Drive (HDD) (provided by MAI) to be shipped to MAI's vendor for additional forensics. Detail vendors approach to this type of requests. (1)
RT6	<p><u>Malware and Intrusion Control</u></p> <p>MAI employs a service to detect Malware and Intrusion attempts into and within its IT environment. The Supplier must provide a means of inspecting and blocking such attempts across the Data Centre perimeter. The ability to integrate this service with MAI's SIEM server within the Data Centre is required. Syslog is supported but other means can be considered.</p> <p><i>The SIEM platform is owned by Marine Atlantic Inc. The platform is Splunk Version 8.</i></p>	5 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide an overview of the Supplier's malware and intrusion control methods. (3) - Describe Hardware and Software tools used for intrusion control. (1) - Detail what reports would be available to MAI and frequency. (1)

Point Rated Technical Criteria - RT

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.

Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT7	<p><u>Zoning and Perimeter Defense</u> Firewall services for the Data Centre are required. Demilitarized zone (DMZ) segregation must also be capable of providing Intrusion and Malware inspection. Integration with MAI's log server is very desirable. Zoning of networks within the Data Centre must be supported. Audit logs of traffic traversing zones must also be possible and such logs must be accessible by MAI for use in log correlation on MAI's logging server within the Data Centre.</p>	7 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide an overview of the Supplier's approach to meet zoning and perimeter defense requirements. (2) - Description of Hardware and software used for zoning. (1) - Provide a list of logs and reports available to MAI. (1) - Detail current zoning practices. (2) - Detail current practices pertaining to
RT8	<p><u>Segregation</u> MAI requires that appropriate levels of data segregation controls are employed by the contractor.</p>	3 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Describe the technologies and processes that show how the Supplier will ensure effective perimeter and zoning segregation from other clients. (3)

Point Rated Technical Criteria - RT

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.

Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT9	<p><u>Services and Service Levels</u> The Supplier will specify its description of each service and outline how each of these services will be provided. Supplier shall provide Service Desk and Incident Management Targets.</p>	5 Points	<p>The bidder should provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide a description for streamlining an approval process for server addition/decommissioning/changes with service level. (2) - Provide a description of key individuals proposed and detailed description of their qualifications. (2) - The Supplier shall prime all incident management activities related to Data Centre services, and interface directly with Marine Atlantic's Data Network provider where warranted. The Supplier shall outline how it will work collaboratively with the Data Network provider to ensure seamless incident management. (1)
RT10	<p><u>Backup Policies and Schedules-</u> Provide backup polices, retention, data backup destruction, restoration policy, and schedule.</p>	7 Points	<p>The bidder to provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Description of the Backup media (such as tapes, etc.) and software; (1.5) - Describe process and timelines for restoration; (2) - Provide test schedules for backups/restoration and sample data including review process with MAI. (1.5) - Indicate if there is a cost associated with request for data restoration. (1) - Description of vendor's offsite storage facility. (1)

Point Rated Technical Criteria - RT

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.

Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT11	<p><u>Standard Server Configuration</u> Specify standard Windows server configuration deployment.</p>	3 Points	<p>The bidder to provide complete project details including but not limited to:</p> <ul style="list-style-type: none"> - Provide OS version (.5) - Provide CPU processor (1) - Provide # of GB RAM (1) - Provide HDD type and size (.5)

Must meet Minimum of 39 points = 65% Threshold for Rated Criteria RT1 to RT11 inclusive.

Point Rated Technical Criteria - RT

For the purpose of the point rated technical criteria specified below the experience of the Bidder and its employees and sub-contractors will be considered.

Item#	Point Rated Technical	Point Value	Cross Reference to Proposal
RT12	<p><u>Value Added Services</u> The Supplier shall provide any value add services with pricing that may be advantageous for MAI to consider. Note that Application Support services are not in scope.</p>	10 Points	<p>The bidder should provide complete project details including but not limited to:</p> <p>Value add services could include but not limited to the following:</p> <ol style="list-style-type: none"> 1. Load Balancing services 2. Web application firewall services and reporting 3. DB Licensing Services (SQL, Oracle) 4. DBA Services 5. DB Cluster Management and Support 6. Self Service Portal - create and manage tickets 7. Geo redundancy site 8. Professional Services 9. Identify any additional managed IT services including the costs.
<p>Total of 65 points for point-rated technical criteria plus 10 points for value-added services = 75 technical points.</p>			

2. Under Annex A – Statement of Work

Delete: In its entirety

Insert: The following revised Annex A – Statement of Work (additions/changes in red)

ANNEX “A”

STATEMENT OF WORK

Marine Atlantic Inc. (“MAI”) is seeking a professional and highly qualified business partner to provide Data Center Services. The Supplier will have significant experience in providing Data Center Services similar to those requested in the Statement of Work.

The Supplier shall offer flexible solutions for managed IT services, including:

1. Co-location, where MAI’s equipment will be located at the Supplier’s site and will be managed by MAI Staff with patching and operating software (“OS”) updates provided by the Supplier.
2. Managed Hosting, where non-virtualized equipment (either owned by MAI or provided by the Supplier) will be located at the Supplier’s site and will be managed by the Supplier’s staff.
3. Virtualization, where the Supplier will provide and manage all necessary virtualized infrastructure.
- 4. Marine Atlantic has no issue if the hosting is done outside of Nova Scotia.**
- 5. The primary objective of the project is to have a reliable data centre to host the MAI server/application environment.**

A.1 Coordinating

1. MAI - Point of Contact(s)

MAI will appoint an individual to act as the MAI POC. The offeror shall ensure that all Services are coordinated with the MAI POC or their designate.

2. Supplier – Point of Contact(s)

The Supplier shall appoint a primary point of contact to oversee all activities and act as the single point of contact for all administrative, contractual, and coordination matters related to the Deliverables. They will be responsible for coordinating all work efforts and shall ensure single point accountability for all work performed.

A.2 Data Centre Minimum Standards

The Data Centre must meet the following minimum standards:

Type of facility	<ul style="list-style-type: none">• Designed to Tier 3 standards
Manufacturer’s Recommended System Requirements for Each application	<ul style="list-style-type: none">• Standard build usually suffices, but at times there will be

	<p>requirements to upgrade HDD, Memory, or CPU</p> <p>Standard Build: 2 x Dual Core CPU 2 2.5 ghz 8 Gigs RAM 60 Gig OS Drive</p>
Estimated Data to be received and stored per month	<ul style="list-style-type: none"> • 2 TB
Minimum internet bandwidth	<ul style="list-style-type: none"> • 1 GB
Number of end users expected to connect to the host environment	<ul style="list-style-type: none"> • 1400
Data storage and backup	<ul style="list-style-type: none"> • Cloud backup and replication is permitted as long as it is stored in Canada • Cloud storage is permitted as long as it is stored in Canada.
PCI Compliance	<ul style="list-style-type: none"> • Proposals need to be PCI compliant
Servers and Windows OS release levels of existing MAI environment	<ul style="list-style-type: none"> • There are 4 Linux servers in the current data centre that require OS patching and management, with 120+ Windows servers. In the co-lo approximately 40 servers (approx. 30 are Linux). • 4-5 routers, 4-5 switches, Cisco ASA firewall
Availability Performance	<ul style="list-style-type: none"> • 99% 99.982% • No more than 1.6 hours of downtime per year
Electrical grid supply	<ul style="list-style-type: none"> • 2 main service entrances feed
power generation	<ul style="list-style-type: none"> • N+1 configuration • On-site fuel capacity - 5 days available. • Live refuelling available as required • Priority delivery agreement •
Uninterruptible power supplies (UPS)	<ul style="list-style-type: none"> • 72 hours of protection from power outages
Environmental Monitoring	<ul style="list-style-type: none"> • 24/7 x365 days per year
Power distribution/Monitoring	<ul style="list-style-type: none"> • Redundant power supply to customer cabinet • Standard configuration with two cabinet distribution units (CDU) in each cabinet • Peak power monitored at the cabinet and distribution levels
Physical and Process Access Controls	<ul style="list-style-type: none"> • Continuous controlled and recorded access 24x7x365
HVAC (Heating, Ventilation and Cooling)	<ul style="list-style-type: none"> • Cooling is handled through a centralized cooling system • N+1 chillers • Cooling demand is monitored and adjusted to support the growth of the Data Center and respective rooms. • Redundancy and fault tolerance built into the cooling solution

Fire detection and suppression	<ul style="list-style-type: none">• Detection zones for each room within the data center.• Fire Suppression System:<ul style="list-style-type: none">○ Fire Extinguishers○ Fire Alarms○ Smoke Detectors /Heat Sensors○ Dry/Waterless fire suppression systems
---------------------------------------	---

A.3 Equipment

1. The Supplier will provide server hardware for the Data Centre, compatible to run applicable MAI applications such as SAP, Reservation System (BookIT), Data Management System (OpenText), ALOHA (POS), shared drives, Security Software (iTrak) and ticketing application (TrackIT) and some smaller applications that work in the Windows environment. MAI will provide all application software.

2. The Supplier's hardware shall remain supported by the manufacturer at all times. The Supplier will be responsible for refreshing the hardware to ensure supportability from the manufacturer and up to date with latest operating software ("OS") versions and security patches.

3. The Supplier must permit MAI staff and pre-approved Suppliers to have continuous controlled and recorded access into cabinets that contain MAI equipment.

4. Marine Atlantic may request additional software, equipment and hardware such as servers, that may be necessary. If MAI requests removal of any software, equipment and hardware, there will be no financial penalty to MAI along with the monthly cost associated with the decommissioned software, equipment and hardware will be removed from the monthly billing cycle.

A.3.1 Racks

The Supplier will:

1. provide standard racks.
2. ensure all racks must have lockable doors.
3. ensure all racks must be located within one contiguous space, or as otherwise agreed by MAI.
4. ensure each cabinet must have minimum of two 30-amp circuits in a redundant configuration.
5. provide remote monitoring and switched control for each in-rack PDU.

A.3.2 Network

The Supplier will:

1. work directly with MAI's Data Network Provider to securely integrate the Supplier Data Centre with MAI's network.
2. provide the ability to have a carrier-neutral facility with Internet Service Providers options.
3. enable secure third-party access to MAI's environment, to accommodate application support services.

A.4 Change Management

1. The Supplier will:

- a. utilize a formal change management process for the implementation of any change to MAI's environment. This process shall include obtaining written approval from MAI POC in accordance with a Chart of Authorities prior to proceeding.
- b. schedule changes for established maintenance windows.

- c. schedule monthly OS security patches.
- d. ensure that all scheduled facility maintenance will be scheduled with at least 7 days notice to MAI, with major service interruptions requiring 21 days notice. An example of major service is one of the applications of shared drives not being available for more than 1 hour,

2. The Contractor will be required to document all change requests (and associated Data Centre documentation that would need to be updated to reflect the change. Documentation is to include timelines i.e. daily, weekly, and monthly.

A.5 Security

MAI employs a Security Program which delivers security services to its business. The Supplier must deliver Data Centre attributes and capabilities that support these services. Requirements are described in the following sections.

A.5.1 Security, Audits

1. The Supplier will:
 - a. have documented security policies and procedures governing the Data Centre and staff related to the secure storing and/or transferring of MAI's data.
 - b. have established procedures and infrastructure to protect against intrusion.
 - c. have audit log review processes for all servers and firewalls. The Supplier will ensure access to audit logs is strictly controlled.
 - d. have technical mechanisms configured to audit failed and successful logon attempts, as well as changes made to accounts.
 - e. conduct an annual CSAE 3416 audit related to the Data Centre and provide the auditor's report to MAI POC.
2. The Data Centre shall be subject to MAI's security audits when required including external auditors.
3. Hosted servers will have to integrate with MAI's Active Directory Structure.

A.5.2 Access Control

1. The Supplier will provide:
 - a. management access to systems
 - b. management of MAI data (storage, access and transfer)
 - c. an audit of access to systems – all access must be logged and controlled.
 - d. access to systems that must integrate with the MAI Active Directory domain for systems that are capable of doing so.
 - e. Segregation of duties
2. MAI must be permitted network access to and from its own resources from within the Data Centre.
3. MAI must be provide access to audit log or other security related log information applicable to its systems in the Data Center.

A.5.3 Audit

1. The Supplier must conduct annual audits of MAI's environment and disclose issues relevant to any parts of the environment affecting MAI.
2. MAI must be able to audit its own systems within the Data Centre at any time using any resources it deems appropriate.

3. The Supplier will be required to provide the following types of audits:

- **UTI Tier III**

- **SOC Type 1 / SOC Type 2**
- **ISO 27001, ISO 22301**
- **SSAE 16 and SSAE 18**
- **Plus any other that may be required from a Government of Canada audit**

A.6 Business Continuity

A.6.1 Backup Policies and Schedules

1. The Supplier must execute planned test restores and provide reports bi-annually to MAI.

A.6.2 Disaster Recovery

1. The Supplier will ensure a seamless integration with MAI's facilities, to ensure existing disaster recovery **capabilities** are maintained.

A.7 Information Protection and Privacy

As Federal Crown Corporation, Marine Atlantic Inc. is obligated to ensure that personal information will be managed such that the Supplier conforms to the information practices embodied in sections 4 through 8 of the Privacy Act, the Privacy Regulations, the Treasury Board Secretariat's Policy on Privacy Protection and other privacy policy instruments.

All aspects of data processing will be conducted and only accessible in jurisdictions whose laws do not override, conflict with, or impede the application of the Privacy Act, R.S. 1985 and Treasury Board Secretariat privacy policy instruments either expressly or through subsequent application.

A.8 Security Operations

MAI's security operations will require access to its Data Centre resources and the security measures employed to protect it. This includes duties such as:

1. Log and audit feeds from Perimeter and Zoning defense controls
2. Log and audit feeds from Malware and Intrusion Control systems, URL filtering or HTTP inspection
3. A fast track incident response process that is capable of quickly deploying counter measures requiring deployment on Data Centre managed infrastructure.
4. Security Assessment material from the Data Centre applying to Marine Atlantic specific virtual systems (virtual) or Marine Atlantic owned physical assets
5. Permission and ability to conduct Disaster Recovery and Incident Response testing. The Data Centre must be capable of taking part in such testing.

A.9 Services and Service Levels

In addition to the provision of facilities and equipment, the Supplier must provide the following services for transitioned applications on a 7 day x 24 hour basis:

1. Service Desk
2. Incident and Problem Management
3. Request Management
4. Change Management
5. Server Operating System Support Management
6. OS Licensing
7. Hardware Support Management
8. Network Management
9. Firewall Management

-
10. Alert Monitoring
 11. Server Account Administration
 12. SAN/Capacity Management
 13. Performance Management
 14. Backup Management and Off-site storage (Test Validity)
 15. Anti-virus and Malware Management
 16. VPN access for third-parties

OS licenses consist of 120+ Windows Server Licenses – Mix of 2012 R2/2016/2019, any new server request set-up would be at the latest version.

The supplier will be provided with admin accounts within the MAI AD environment to provide Server Account Administration.

A.10 Reporting

The Supplier will schedule monthly meetings and provide monthly scheduled reports on access, performance, incident, backup, change management, or other Key Performance Indicators as required by MAI.

In the event of an incident, the Supplier must provide incident status updates to the MAI POC.

The Supplier must provide post incident reports to MAI POC that include a root cause analysis with results and recommendations.

The Supplier will provide access to a dashboard showing current server list, online/offline, CPU, Memory, and HDD usage, including server name, ip address and OS.

The Supplier will provide monthly reports on Firewall management, virus scan and malware detection.

Advanced Monitoring and alerting with respect to backups, disk space, CPU utilization, memory usage triggered based on 90% utilization to be sent to MAI's Service Desk.

A.11 Implementation/Migration/Transition

1. The Supplier will utilize its standard project methodology, in collaboration with MAI, to develop project plans to facilitate the migration of MAI's applications from MAI's current facility to the Supplier's data centre. Application migration would be scheduled in accordance with MAI's business requirements. The project plan would specify estimated costs and timelines, and articulate the roles and responsibilities for Supplier and MAI staff.
2. The Supplier must agree to 30 day pilot phase, whereby one application of MAI's choice will be chosen to be migrated to the Supplier's data centre. The success of that pilot phase will dictate whether a long-term contract will be offered.
3. The Supplier must work with MAI to clearly identify and document the Supplier's responsibilities and MAI's responsibilities, including control procedures for incident diagnosis and resolution.

A.12 Services and Service Levels

1. The Supplier must assign a service manager to oversee the ongoing provision of services to Marine Atlantic, and to act as a single point of contact for escalations.
2. The Supplier must utilize a formal Service Level Agreement process to clearly define the Supplier's commitments to Marine Atlantic and to measure the quality of service provided. The Supplier will

work closely with Marine Atlantic to rapidly correct any deviations from the Service Level Agreement or any noted negative trends in service levels.

3. Under Annex B – Basis of Payment

Delete: In its entirety

Insert: The following revised Annex B – Basis of Payment

ANNEX “B”

BASIS OF PAYMENT

Pricing is an all-inclusive pricing itemized as seen in Table 1 . All pricing to perform the work as described in the Statement of Work in Annex A, is to be included and accounted for within the pages of this attachment and is to be submitted as your financial proposal at the time of bid closing.

The Offeror MUST complete the Quantity (A), Unit Price (B), Monthly Rate (C) then Yearly Rate (D) columns for all line items in each table. Calculate the total by adding up the yearly totals for each item in column (D). In the event the Total Yearly Rate is not correctly calculated the unit rate will prevail.

The pricing must be in Canadian currency and must not include any amount for the Goods and Services Tax (GST) or the Harmonized Sales Tax (HST) as may be applicable.

Prices are inclusive of ALL costs to do the Work (including, but not limited to: labour, equipment, fuel, materials, travel, accommodations, etc.)

If MAI requests removal of any software, equipment and hardware, there will be no financial penalty to MAI along with the monthly cost associated with the decommissioned software, equipment and hardware will be removed from the monthly billing cycle.

Bid Evaluation:

The estimated annual figures are for evaluation purposes only and does not infer all the quantities for that item will be utilized or that the quantities may not be exceeded.

The dates of the contract are as follows:

Initial contract period: 2 years
First option period: 2 years
Second option period: 1 year

Table 1.

- *The specified quantity for elements based on sizing for square foot, rack units, and power requirements is 1 or per GB.*
- *If there is no pricing difference for having colocation servers, bidders are to enter same pricing as in above table.*

Item No.	Description	Quantity (A)	Unit Price (B)	Monthly Rate (C)	Monthly Rate x 12 = Yearly Rate (D)
1.1	Data Center Hosting		\$	\$	\$
1.2	Virtual Server Premium <ul style="list-style-type: none"> • <i>4 Dual Core CPU</i> • <i>@2.5 ghz</i> • <i>20 Gigs of RAM</i> • <i>60 Gig OS Drive</i> 		\$	\$	\$
1.3	Virtual Server Backup		\$	\$	\$
1.4	Virtual Server OS Management		\$	\$	\$
1.5	Additional Public IP Address		\$	\$	\$
1.6	Virtual Server Internet Access <ul style="list-style-type: none"> • <i>1 GB circuit (Vendor can supply standard configuration that comes with Internet Access)</i> 		\$	\$	\$
1.7	Virtual Server		\$	\$	\$

Item No.	Description	Quantity (A)	Unit Price (B)	Monthly Rate (C)	Monthly Rate x 12 = Yearly Rate (D)
	Additional RAM				
1.8	Virtual Server Additional CPU		\$	\$	\$
1.9	Storage Area Network • <i>Per GB (Supplier can supply standard specifications)</i>		\$	\$	\$
1.10	IP VPN High Performance Access		\$	\$	\$
1.11	SSL VPN		\$	\$	\$
Co-Location					
1.12	Virtual Server UDP Backup		\$	\$	\$
1.13	Storage Area Network		\$	\$	\$
1.14	Manage Physical Servers		\$	\$	\$
1.15	Manage Virtual Servers		\$	\$	\$
1.17	Co Location Dedicated Cabinet		\$	\$	\$
Total per Year (E)					
Total for Five Years (E) x 5					

An allowance for materials and replacement parts, required permits, certificates, assessments, specialty equipment and security will be at net cost plus 10% mark-up (includes invoice costs, exchange, customs and brokerage charges).

4. In Response to Bidders Questions

Question 1:

Will you make a Word version of the RFP available?

Answer 1:

No. We are unable to provide this.

Question 2:

Will an Excel version of the pricing Table 1 in Annex B provided or should we create a Word or Excel version for submission?

Answer 2:

If you wish, you should create a Word or Excel version for submission. An Excel version of the table will not be provided.

Question 3:

Regarding the Mandatory Technical Criteria response table on page 15, please advise how much content is appropriate in the column labelled "Cross Reference to Proposal – please demonstrate experience in this column) and how much is to be cross-referenced to another section in the technical proposal. Is there a desired word count for the column response? Same question for the Rate Requirement on pages 18-22?

Answer 3:

In the column labelled "Cross Reference to Proposal – please demonstrate experience in this column" you may indicate where in your proposal you have included the required information – for example you may wish to label your response "Technical Bid M1 – page 2, paragraph 2....." or something like that.

Question 4:

Can you please confirm what else apart from Annex 1 and Annex C should constitute as Section III – Certifications?

Answer 4:

Section III Certifications relates directly to Section 5 of the RFP.

Question 5:

Is the incumbent responding to the RFP?

Answer 5:

We have no knowledge if the incumbent will be responding to the RFP.

Question 6:

Please share estimated current annual budgets around managed service support, including hosting and managed services.

Answer 6:

We do not share this type of information.

Question 7:

Is MAI's preference is to move out from incumbent's Data Centre in future or would prefer to stay with current vendor's data centre?

Answer 7:

No Preference

Question 8:

Are there any significant challenges or areas of improve identified for IT services? What are the current pain points in your existing IT environment including service delivery?

Answer 8:

No significant challenges or pain points, bidder can provide opportunities for value add under the appropriate section of the RFP.

Question 9:

Is MAI open to move to Vendor's Data Centre in future?

Answer 9:

If the opportunity is in the best interest for MAI

Question 10:

Is MAI open for a public cloud?

Answer 10:

Not at this time.

Question 11:

Having our data centres in GTA, does MAI have geo-preference for the location of the vendor's data centres?

Answer 11:

No

Question 12:

In reference to the point 1.2.1 of RFP, Can MAI share the server details and computing requirements that would be in scope as per the current infrastructure?

Answer 12:

120+ Windows Server Licenses – Mix of 2012 R2 / 2016 / 2019, any new server request setup would be at the latest version

CoLo - Approx 40 servers (~30 are Linux). 4-5 routers, 4-5 switches, Cisco ASA firewall

Question 13:

Can MAI share the network diagrams?

Answer 13:

Not currently available.

Question 14:

For pricing table, what quantities should be used?

Answer 14:

1 or per GB

Question 15:

Looking to see if Cambridge Ontario Data Centre location can be considered?

Answer 15:

Yes, if it meets all mandatory requirements.

Question 16:

Is there an editable document that we can use for creating bid?

Answer 16:

No.

Question 17:

Quote data center space and staff only – and equipment will be owned by MAI?

Solicitation No. - N° de l'invitation
MA021-200048
Client Ref. No. - N° de réf. du client
MA021-20-0048

Amd. No. - N° de la modif.
004
File No. - N° du dossier
HAL-0-85155

Buyer ID - Id de l'acheteur
ha1219
CCC No./N° CCC - FMS No./N° VME

Answer 17:

CoLo equipment will be owned by MAI.

All other terms and conditions remain unchanged.

Solicitation No. - N° de l'invitation
MA021-200048
Client Ref. No. - N° de réf. du client
MA021-20-0048

Amd. No. - N° de la modif.
004
File No. - N° du dossier
HAL-0-85155

Buyer ID - Id de l'acheteur
hal219
CCC No./N° CCC - FMS No./N° VME
