

# Government of Canada Network Services (GCNS) | *Services réseau du gouvernement du Canada (SRGC)*

Procurement - Invitation to Qualify |  
*Approvisionnement – Invitation à se qualifier*

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Shared Services  
Canada

Services partagés  
Canada

Canada



***Welcome*** | ***Bienvenue***  
*and* | *et*  
***Introduction*** | ***Introduction***

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# **Procurement Process | Processus d'achat**

PRESENTED BY/PRÉSENTÉ PAR:

**Jonathan Noynay,**

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Chef d'équipe des approvisionnement,

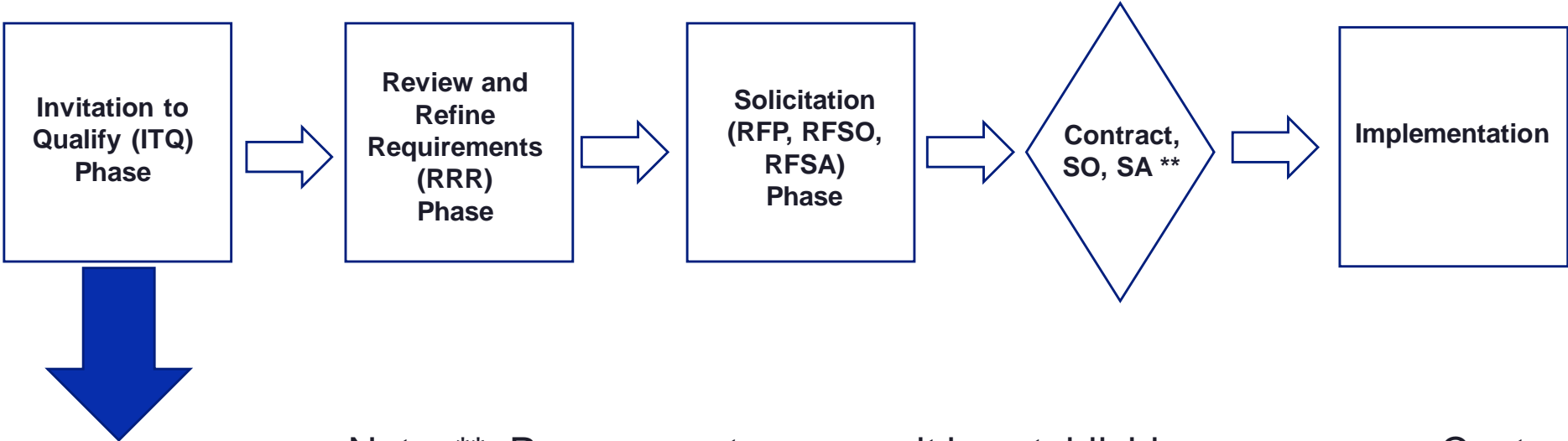
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# Collaborative Procurement Solutions

The Collaborative Procurement Solution (CPS) approach will be used for the Government of Canada Network Services procurement process. This approach focuses on the engagement with industry in order to help define the requirements and the procurement approach.



We are here!

Note: \*\* Procurement may result in establishing one or more Contracts, Supply Arrangements (SAs) and/or Standing Offers (SOs).



# Procurement Approaches

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## Contract

- A **legally binding agreement** for goods and/or services of a specific value between Canada and one or more qualified suppliers which creates an obligation to meet unique, well-defined requirements for a single or multiple clients.

## Supply Arrangement

- Establishes basic terms and conditions that apply to a specified range of goods and services at **negotiable prices** provided by **pre-qualified suppliers** and supplied to Canada.
- May be used when a standing offer is not suitable due to variables in the resulting “call ups” eg. Custom solutions.
- A supply arrangement is not a contract and **neither party is legally bound** as a result of signing a supply arrangement but rather a supply arrangement supports the processing of **individual bid solicitations (RFPs)** **resulting in contracts.**

## Standing Offer

- An offer from one or more suppliers to Canada that allows Canada to repeatedly purchase goods and/or services, or a combination of goods and services **at pre-arranged prices**, under the set terms and conditions, when required.
- A standing offer **only becomes a contract once Canada issues a “call-up” against the standing offer.**



# Invitation to Qualify (ITQ)

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*Purpose: To qualify potential suppliers who have demonstrated proven skills and experience in implementing and operating services for the specific stream.*

- To qualify - suppliers must show how they meet all mandatory requirements for the specific stream they wish to qualify for.
- Suppliers can opt to qualify for one or more streams.
- Suppliers who successfully respond to a stream will be considered a Qualified Respondent (QR) for that stream.



# Review and Refine Requirement (RRR) Phase

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- Qualified Respondents (QRs) will be notified and proceed to the Review and Refine Requirement (RRR) phase for the specific stream.
- QRs will be provided with procurement artifacts (e.g. Statement of Work) which describe the requirements for the specific stream.
- RRR sessions will include workshops (in-person or virtual) with each individual QR to allow for feedback and review of the procurement artifacts with Canada. All information provided by a QR during a workshop is confidential and not shared with other QRs.
- QRs can submit questions and written feedback during the RRR phase. Canada will provide answers to all questions to all QRs. All written feedback is confidential and will not be shared with other QRs. Canada will not provide a response to written feedback.
- A Supply Chain Security Information (SCSI) assessment may also be started during this stage.



# Review and Refine Requirement (RRR) Timeline

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- The RRR process is expected to be completed over a 6-8 week period (may vary depending on the stream and the number of qualified respondents (QRs)).
- The RRR phase will not be conducted simultaneously for all five(5) procurement Streams.
- The start dates for each stream are currently planned (date and order subject to change)to begin as follows:
  - Stream 5 - Leased Dark Fibre Services : March 2021 – a few days after qualified respondents are notified
  - Stream 3 - SD WAN Services: March/April 2021
  - Stream 4 - Optical Network Services: May/June 2021
  - Stream 2 - Building Access Network Services: June/July 2021
  - Stream 1 - Core Network Services: August/September 2021



# Solicitation Phase

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- Canada may issue one or more Request for Proposals (RFPs), Request for Supply Arrangements (RFSAs) and Request for Standing Offers (RFSOs) to the Qualified Respondents who have participated in the RRR phase.
- Each Qualified Respondent will be permitted to formally bid on the requirements set out in the solicitations.





# *Context and Service Overview | Aperçu du contexte et du service*

PRESENTED BY/PRÉSENTÉ PAR:

**John Dullaert,**

*Director General, Network Planning,  
Engineering and Managed Services/*

*Directeur général, Planification, ingénierie et  
services gérés de réseau*



# Context

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- SSC is responsible for providing network services to more than 400,000 users across the Government of Canada.
- GC users rely on fast, secure and reliable networks and expect to access services from anywhere, at any time, regardless of demand and circumstances.
- With significant growth of cloud-based services across the GC, ubiquitous access to secure and high quality network services has become even more important.
- Recently, the COVID-19 pandemic resulted in a dramatic shift towards employees working from home – many/most may continue working from home in the future.
- These factors along with recent advances in network capabilities have caused SSC to rethink how it delivers and secures its network services.



# Procurement Streams

Stream No.	Stream Name	Stream Description
1	Core Network Service (CNS)	Managed Service for a WAN that interconnects to one or more BANS and/or other CNSs. Includes but is not limited to: Multiprotocol Label Switching (MPLS), Internet exchange points, cloud exchange points.
2	Building Access Network Service (BANS)	<p>Managed Service for an:</p> <p>Access Network: Network Infrastructure that interconnects a Service Delivery Point at a Customer Site to a Point of Presence (POP) on a Core Network. Includes but is not limited to L2(Ethernet) services, IP/MPLS services, Internet services, fibre optic services and wireless services;</p> <p>AND</p> <p>LAN Service: A telecommunications network that interconnects computing devices within a limited area such as a residence, school, laboratory, university campus or office building (Wired and wireless network services are in scope).</p>
3	Software Defined Wide Area Network (SDWAN) Service	Managed Service for a specific application of network technology applied to WANs which can be dynamically and centrally controlled using software applications to set centralized policies which are used to direct network and application traffic flows. An SD-WAN is created through transport-agnostic logical network overlays which provide centralized network control and security and real-time traffic optimizing over all available network links. The SD-WAN includes but is not limited to: SD-WAN devices, controllers and orchestrator.
4	Optical Network Service (ONS)	Managed Service for Network Infrastructure that provides communication using signals encoded in light to transmit information over fibre optical cable. Includes but is not limited to: fibre optic cable, optical switches, optical multiplexers/demultiplexers (eg. Wave division multiplexer), optical amplifiers and optical splitters.
5	Leased Dark Fibre (LDF)	Unused fibre optic cable that can be leased for a time period and includes repair and restore services.





## *Responding to the Invitation to Qualify |*

## *Répondre à l'invitation à se qualifier*

PRESENTED BY/PRÉSENTÉ PAR:

**Scott Fraser,**  
Network Services Advisor  
Conseiller en services réseau



# Review Definitions of Terms

- Terms below are used extensively in the ITQ and specifically in the mandatory requirements for project references.
- Definitions for some terms reference other terms.

Term	Definition
<b>Prime Contractor</b>	A supplier (Respondent) with a direct contract with the customer using the Network Service (i.e. not a subcontractor to the Prime Contractor).
<b>Network Service</b>	Building Access Network Service, Software Defined WAN Service, Core Network Service and Optical Network Service.
<b>Core Network Service (CNS)</b>	A Managed Service for a Core Network.
<b>Core Network</b>	WAN that interconnects to one or more BANS and/or other CNSs. Includes but is not limited to: Multiprotocol Label Switching (MPLS), Internet exchange points, cloud exchange points.
<b>Managed Service</b>	Network Infrastructure that is designed, engineered, implemented, operated, administered, managed and maintained by a Supplier for a customer using hardware and software owned/licensed by a supplier (Respondent).
<b>Network Infrastructure</b>	Hardware, software and/or facilities used to implement networks.



# Content of the Response

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- Address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the response will be evaluated.
- The response may refer to additional documentation submitted with the response.
  - Any reference to a URL that requires Canada to download information from an Internet site to validate or supplement any part of the response will not be considered in evaluating the response.
- Include a completed ITQ Submission Form (Annex A).
- Include fully completed ITQ Project Reference Forms for the Mandatory Experience Requirements.



# Project Reference Forms

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- Project descriptions must **clearly demonstrate** that the Respondents meet all Mandatory Experience Requirements.
  - Simply repeating the requirement or just indicating compliance does not demonstrate that a Respondent has the experience required. Sufficient details are required.
- Where multiple project references are required, the project references must be with different customers on separate contracts.
- Canada will only consider the experience of the Respondent itself.
- The customer organization for each project reference must be customers of the respondent itself and cannot be the customer of an affiliate or a subcontractor to the respondent.





# Customer References

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- Canada may, at its discretion, contact the primary reference and/or, the backup reference to validate that any information on any Reference Project Form is accurate (e.g. dates) and/or for clarification purposes.
- Where information provided by a reference differs from the information supplied by the respondent, the information supplied by the reference will be the information that is evaluated.
- Canada must receive a reference response within 5 FGWDs from the date of the request with the possibility of extension at the discretion of Canada
  - If Canada does not receive confirmation within the timeframe provided that the information is accurate, then that Respondent's project reference will not be considered in the evaluation.



# Basis of Qualification

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Stream No.	Stream Name	To Qualify for Stream
All		Comply with the requirements of the ITQ
1	Core Network Service (CNS)	Meet all Mandatory Experience Requirements in Annex B
2	Building Access Network Service (BANS)	Meet all Mandatory Experience Requirements in Annex C
3	Software Defined Wide Area Network (SDWAN) Service	Meet all Mandatory Experience Requirements in Annex D
4	Optical Network Service (ONS)	Meet all Mandatory Experience Requirements in Annex E
5	Leased Dark Fibre (LDF)	Meet all Mandatory Experience Requirements in Annex F



# ITQ Reference Project Form Example 1

ITQ Reference Project Form: Mandatory Experience Requirement #1 for Annex B	
Respondent Legal name	
Respondent Address	
<b>Mandatory Experience Requirement #1 for Annex B</b>	
<p>The Respondent must have provided, <b>as the Prime Contractor</b>, a centralized service desk and network operations center (located in Canada) to manage a Core Network Service to one customer for a period of at least 36 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the service desk and network operations center it provided met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. provided 7 day x 24 hour x 365 day service monitoring;</li> <li>b. provided 7 day x 24 hour x 365 day incident tracking and escalations; and</li> <li>c. provided bilingual (English and French) phone support.</li> </ul>	
<b>Reference Project for Mandatory Experience Requirement #1 for Annex B</b>	
Entity under contract to perform the reference project	
Contract name and Identifier	
Project name	
<b>Project duration (including start date, completion of implementation and end date (or ongoing if applicable))</b>	
General project description (e.g. work performed, experience gained)	
Address of data centre(s) for Service Desk location(s)	
Address of data centre(s) for Network Operation Centers (NOCs)	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day service monitoring</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident tracking and escalations</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support</b>	
Name of customer organization	
Customer organization primary reference name	
Customer organization primary reference telephone	
Customer organization primary reference email	
Customer organization backup reference name	
Customer organization backup reference telephone	
Customer organization backup reference email	



# ITQ Reference Project Form Example 2

<b>ITQ Reference Project Form: Mandatory Experience Requirement #3 for Annex B</b>	
<b>Respondent Legal Name</b>	
<b>Respondent Address</b>	
<b>Mandatory Experience Requirement #3 for Annex B</b>	
The Respondent must have provided, as the Prime Contractor, a Core Network Service to 10 customers for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ.	
<b>(Respondents must provide 1 form for each customer)</b>	
<b>Reference Project for Mandatory Experience Requirement #3 for Annex B</b>	
<b>Entity under contract to perform the reference project</b>	
<b>Contract name and Identifier</b>	
<b>Project name</b>	
<b>Project duration (including start date, completion of implementation and end date (or ongoing if applicable))</b>	
<b>General project description (e.g. work performed, experience gained)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing Core Network Services for a customer</b>	
<b>Name of customer organization</b>	
<b>Customer organization primary reference name</b>	
<b>Customer organization primary reference telephone</b>	
<b>Customer organization primary reference email</b>	
<b>Customer organization backup reference name</b>	
<b>Customer organization backup reference telephone</b>	
<b>Customer organization backup reference email</b>	





# *Timeline* | *Chronologie*

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# ITQ Timeline

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Milestone	Date
✓ ITQ Release Date	December 21 <sup>st</sup> , 2020
✓ ITQ Briefing Session	January 8 <sup>th</sup> , 2021
<input type="checkbox"/> Pre-Bid Deadline	January 22 <sup>nd</sup> , 2021 (11:59PM EST)
<input type="checkbox"/> Deadline for submitting Questions & Comments	January 26 <sup>th</sup> , 2021
<input type="checkbox"/> ITQ Closing Date & Time	February 12 <sup>th</sup> , 2021 (2:00PM EST)
<input type="checkbox"/> RRR Start Date (Stream 5 - Leased Dark Fibre Service)	March 4 <sup>th</sup> , 2021

*Please Note: Future dates are subject to change at Canada's discretion*





**Questions and Answers |**  
**Questions et réponses**

# ***Closing Remarks |***

## ***Remarques de clôture***

