



**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

<b>Title - Sujet</b> Marine Satellite Services Marine Satellite Services	
<b>Solicitation No. - N° de l'invitation</b> MA021-200052/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> MA021-20-0052	<b>Date</b> 2021-02-08
<b>GETS Reference No. - N° de référence de SEAG</b> PW-SHAL-219-11170	
<b>File No. - N° de dossier</b> HAL-0-85187 (219)	<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> Atlantic Standard Time AST <b>on - le 2021-02-23</b> Heure Normale de l'Atlantique HNA	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Richard, Linda K.	<b>Buyer Id - Id de l'acheteur</b> hal219
<b>Telephone No. - N° de téléphone</b> (902) 402-9059 ( )	<b>FAX No. - N° de FAX</b> (902) 496-5016
<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>

## AMENDMENT

MA021-200052

This amendment is issued in response to the following bidder questions:

### Question 1:

Is Marine Atlantic open to looking at other satellite frequency bands typical to North American services (other than Ku and C band)? (**Annex A SOW - A.5.1 Requirements – F**)

### Answer 1:

If the frequency band works within our current infrastructure, requirement, and covers the map that our vessels sail, and is at least as good as or better than KU and C band then considered would be given to different frequency bands.

### Question 2:

Does the **Mandatory Technical Criteria (MT5) “Hardware and configuration is required to work with Marine Atlantic’s existing setup”** include the satellite terminal (Intellian v130 16W BUC) or the existing Voip, POS, LAN, & Wifi infrastructure?

### Answer 2:

Both

### Question 3:

Can you describe the network architecture on how the FBB250 and the Intellian v130 work together? Are they independent of each other or does the V130 failover to the FBB250? (**Annex A SOW - A.4 – Current Satellite Communications - #2 – FBB250**) Is the FBB250 used for voice and IP traffic? (**Annex A SOW - A.4 – Current Satellite Communications - #2 – FBB250**)

### Answer 3:

Our VSAT configuration currently has the FBB250 independent of the V130, and is mainly used for voice traffic. IP traffic is available on demand via the FBB250 console. Our desired configuration would have one of our VLANs fail over to the FBB250 should the V130 fail

**Question 4:**

Can you provide a glossary of terms used in the Bid document? For example, in the bid document you refer to MIR and PIR interchangeably, but don't define the terms.

**Answer 4:**

MIR – Maximum Information Rate. CIR – Committed Information Rate

PIR should read MIR, no real difference, PIR is Peak Information Rate, MIR is Maximum Information Rate.

**Question 5:**

How often are the Antenna maintained and last time maintenance.

**Answer 5:**

We are working towards a scheduled maintenance plan, however maintenance typically happens on an as needed basis. The last time MAI had a tech on site to service our antennas was the summer 2020.

**Question 6:**

Will all four vessels be commissioned at the same time and what locations.

**Answer 6:**

Work that involves replacement or maintenance of infrastructure above deck is typically planned around ship schedules and on a one by one basis. The majority of the time the work takes place when the vessels are tied up in North Sydney, or if scheduling allows, dry dock. Networking and configuration changes are also typically scheduled when vessels are tied up and the location could be Port Aux Basques, NL or North Sydney, Nova Scotia.

**Question 7:**

How much bandwidth is utilized between Vessel operations and passengers, IE 60% operations, 40% passenger.

**Answer 7:**

For VSAT only, the usage is approximately 80-90% used by vessel staff for personal use and 10-20% Corporate and Point of Sale traffic.

**Question 8:**

Are the vessels looking for better cellular connectivity and plans.

**Answer 8:**

Yes, MAI is always looking for ways to improve our vessel connectivity while at sea.

**Question 9:**

What is the term of the contract for the bandwidth and is it 6MB/2MB, what is the dedicated bandwidth.

**Answer 9:**

Download:

CIR: 1536k MIR:6144k

Upload:

CIR: 512K

MIR: 2048K

**Question 10:**

Who is the existing provider for the bandwidth.

**Answer 10:**

Answer not applicable to the RFP.

**Question 11:**

Who handles the networking onboard the vessels, after the Idirect modem.

**Answer 11:**

Networking on the VSAT side is handled by VSAT provider NOC (Ship VSAT Router/ Switch) Networking on the ship beyond VSAT is handled by MAI.

**Question 12:**

Would recommend updating the FBB backup to faster system using Iridium Certus.

**Answer 12:**

MAI is always looking for ways to improve our vessel connectivity while at sea and will review any options presented.

**Question 13:**

Intellian v130 16W BUC Marine Stabilized VSAT antennas – can the antennas be replaced/upgraded?

**Answer 13:**

Looking for a vendor to support the existing infrastructure, MAI may look at replacing/upgrading at a later date if in the best interest for MAI.

**Question 14:**

FleetBroadband (FBB250) – are they using the FBB250's as a backup or secondary channel? Would they like to continue using them as a backup or secondary channel?

**Answer 14:**

The FBB250s are currently used as a secondary channel, mainly used for the VOIP phone handset and internet access can be enabled via the console if required. Original ask was to have FBB act as backup to POS Vlan traffic, this is not yet implemented.

**Question 15:**

Five Internet kiosks per vessel – what is exactly meant and required for these internet kiosks? What are they being used for? Do they need to be replaced or upgraded?

**Answer 15:**

The internet kiosks are for passenger use to check webmail, browse the web etc. They are currently configured to operate through VSAT only. These units are supplied, owned and managed by MAI.

**Question 16:**

E-Commerce (Pin Pads) – what is exactly meant and required for these Pin Pads? What are they being used for? Do they need to be replaced or upgraded?

**Answer 16:**

The pin pads are used for customer sales in the gift shops, restaurants and for any other customer purchases on board. The supplier of these units handles replacement and upgrades.

**Question 17:**

Is part of your RFP offering an SLA on the existing equipment or is it just on the service plan? Is the expectation that we take over ongoing support of the ship antennas?

**Answer 17:**

SLA on both the existing equipment and service plan. We would look to the vendor to service the existing antennas as required.

**Question 18:**

What is the serial # for the existing V130 antenna on the vessels.

**Answer 18:**

Unknown at this time.

**Question 19:**

Are you interested in getting a price on new dual NX antenna which will initially support KU Band GEO and then migrate to upcoming LEO technology when it becomes available in the coming years?

**Answer 19:**

Not at this time, MAI is open to discussions on emerging technologies that may benefit our vessels but not applicable to this RFP.

**Question 20:**

Is Marine Atlantic open to looking at other satellite bands (other than Ku and C band)? (Annex A SOW – A.5.1 Requirements – F)

**Answer 20:**

Provided reliability, geographical coverage and throughput are the same or greater, yes.

**Question 21:**

In A.5.1 (Technical Requirements – Page 26) Section A states “Minimum Bandwidth: CIR 1536 / 512 MIR: 6144 / 2048 **shared among** the four (4) named service vessels”. In contrast, Pricing Table 1 on page 31 of the Bid Document shows the CIR 1536 / 512 MIR: 6144 / 2048 as being “**per vessel**”. Can you please confirm if the minimum bandwidth requirement is per vessel or shared amongst the 4 vessels?

**Answer 21:**

This requirement is per vessel.

**Question 22:**

Will MAI allow the winner of the RFP to use the same configuration files that are used today with the Cisco 4331 routers?

**Answer 22:**

MAI does not have a specific requirement around configurations of the supplied routers, provided the requested functionality remains the same or improves the overall experience.

**Question 23:**

Is the existing VoIP service tied to the VSAT solution? (A.4 Current Satellite Communications – Services provided... #1)

**Answer 23:**

Yes the existing VoIP on board the vessels is tied to VSAT / FBB

**Question 24:**

What calling package is associated with the VoIP service? Is it AYCE (All You Can Eat) Canada or AYCA Canada/USA. (A.4 Current Satellite Communications – Services provided... #1)

**Answer 24:**

AYCA

**Question 25:**

Is there currently spare hardware kits kept on each vessel or are these repair kits consolidated somewhere else?

**Answer 25:**

There is some spare equipment available, Kits come from the vendor.

**Question 26:**

Can you please supply the following:

- 1) Diagrams of the superstructures of each ferry;
- 2) Deck plans for each ferry, and
- 3) Ferry sailing and passenger counts.

**Answer 26:**

This information is not available and does not apply to the requirements of this solicitation.

**Question 27:**

The Point Rated Technical RT8 in the RFP appears to be an incomplete sentence.

RT8 Describe any Additional Services – Value Add under the service offering that may be

**Answer 27:**

Under Annex 1 to Part 4 of the Bid Solicitation:

Delete: The Point Rated Technical Criteria table

Insert: The Following revised table

**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
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**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.

<b>RT1</b>	Describe how the proposed solution addresses redundancy and disaster recovery in the event of a failure.	10 Points	The bidder is to provide complete project details including: <ul style="list-style-type: none"><li>• Provide diagrams showcasing the redundancy setup (3)</li><li>• Detail the DR (disaster recovery) plan (4)</li><li>• Describe the support model by the vendor to manage a failure or interruption in service (3)</li></ul>
<b>RT2</b>	Provide details for QoS on the proposed solution.	12 Points	The bidder is to provide complete project details including: <ul style="list-style-type: none"><li>• Explain how QoS (quality of service) would work in MAI's environment (ie. Application/service priority) (5)</li><li>• Provide details on available reporting for MAI to review QoS statistics. (3)</li><li>• Provide details as to how MAI can monitor/control bandwidth consumption.(4)</li></ul>
<b>RT3</b>	Describe any flexibility the proposed solution may have for upgrades to new technology offers or satellite bands in the future.	10 Points	The bidder is to provide complete project details including: <ul style="list-style-type: none"><li>• Provide details on how the solution is scalable to meet future needs. (5)</li><li>• Provide details on anticipated advancements / trends in satellite industry. (5)</li></ul>

**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.

<b>RT4</b>	Provide a map that clearly outlines signal strength from proposed solution. Map should specifically focus on the area in which MAI operates	6 Points	Detail connectivity rate through the voyage (route), available bandwidth. (6)
<b>RT5</b>	REPORTING - Please describe service offering with respect to status reporting, web portals and account management post deployment	7 Points	<p>The bidder is to provide complete project details including:</p> <ul style="list-style-type: none"><li>• Provide a link budget to demonstrate the design and performance of the satellite system. (1)</li><li>• Provide details as to what would be available through a customer web portal. (2)</li><li>• Provide a list of reports that will be available to MAI and the frequency. (1)</li><li>• Notification system that alerts when vessel VSAT is offline or not passing traffic. (3)</li></ul>
<b>RT6</b>	Service Level Agreement  Provide a detailed service level agreement.	5 Points	<p>The bidder must provide complete project details including:</p> <ul style="list-style-type: none"><li>• Regular business hours (.5)</li><li>• Response times (1.5)</li><li>• Mechanisms to contact the Supplier (1)</li><li>• After hours support contact information (.5)</li><li>• State response times on severity of the ticket and</li></ul>

**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.

			the escalation path. (1.5)
<b>RT7</b>	Private secured voice and data network.	7 Points	<p>The bidder must complete project details including:</p> <ul style="list-style-type: none"><li>• Describe how the bidder will provide a private, secured voice and data network across MAI's four vessels. (4)</li><li>• Provide details as to the provision of bandwidth to be allocated solely to MAI (dedicated network connection). (3)</li></ul>
<b>Must meet Minimum of 42 points = 60% Threshold for Rated Criteria RT1 to RT7 inclusive.</b>			
<b>RT8</b>	Value add Services	13 Points	<p>The bidder must provide complete project details including:</p> <p>Other than the services specified in the Statement of Work, please describe other value added services that the Supplier can offer of strategic value to MAI resulting in a reliable, quality and cost effective service.</p>

**Question 28**

Can you share the photos presented at the virtual site visit?

**Answer 28**

Please see attached

All other terms and conditions remain unchanged.

## PHOTOS

### MA021-200052 VESSEL SATELLITE SYSTEMS

Dome Mid-Ship Cable Penetration



Dome Mid-Ship Looking Forward Closer View



Dome Mid-Ship Looking Forward



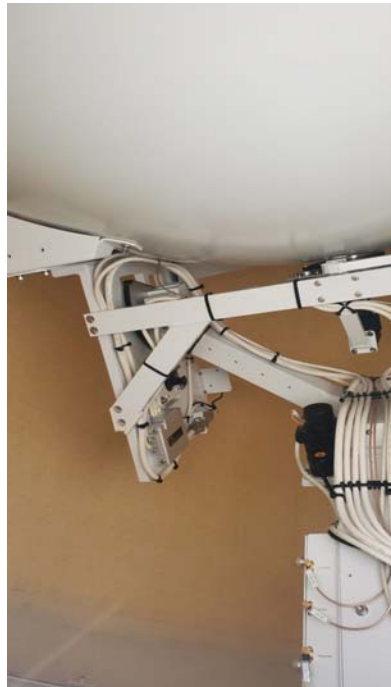
Dome Mid-Ship Inside #1



Dome Mid-Ship Inside #2



Dome Mid-Ship Inside #4



Dome Mid-Ship Inside #3



Dome Mid-Ship Looking Aft



Deck 9 ACU Different Angle



Deck 9 ACU #4



Deck 9 ACU #2



Deck 9 ACU



Deck 9 ACU #3



Bridge Electronic Room

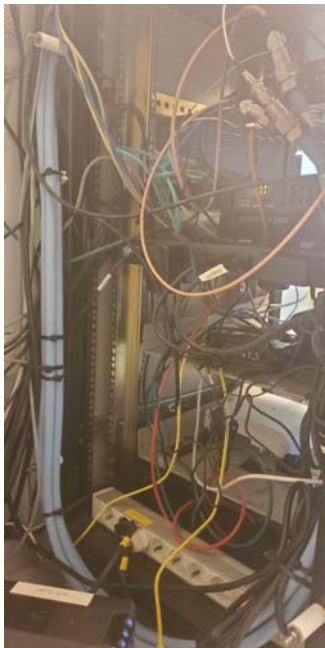




Inside Bridge Electronic Room



VSAT Gear Bridge Electronic Room



VSAT Gear Rear Bridge Electronic Room