SHARED SERVICES CANADA

Request for Proposal
for
Software Defined – Wide Area Network (SD-WAN) Solution

Solicitation No.	BPM014320	Date	**December 1, 2021**
Amdt No.	**003**	Amdt Date	**December 8, 2021**
GCDocs File No.		GETS Reference No.	PW-21-00976802

Issuing Office	Shared Services Canada 180 Kent Street, 13th Floor Ottawa, Ontario K1P 0B5	
Contracting Authority (The Contracting Authority is the contact for all questions and comments about this document)	Name	Oliver Librada
	Telephone No.	(343) 542-8460
	Email Address	Oliver.Librada@ssc-spc.gc.ca
	Postal Address	180 Kent St, 13-K131 P.O. Box 9808, STN T CSC Ottawa, ON K1G 4A8
Closing Date and Time	**Date and Time** **December 17, 2021 @ 3:00 PM / 1500 h** (referred to in this solicitation as "**Solicitation Closing**")	
Time Zone	Eastern Standard Time (EST)	
Destination of Goods/Services	Canada	
Email Address for Submitting your Bid by the Closing Date	Oliver.Librada@ssc-spc.gc.ca	

REQUEST FOR PROPOSAL AMENDMENT 003

This amendment has been raised to:

•   to answer questions posed by the potential respondents

Question 017:

Annex C. 3.20.4 (d)
We request that the wording for this requirement be changed to "Small form-factor pluggable (SFP) at 100 Mbps or 1,000 Mbps as per SFF INF-8074; and". support for 100 Mbps SFP has decreased greatly over the last 3-5 years and as worded, this request may greatly impact the number of compliant bidders and device models that can be provided to Canada.

Answer 017:

On **Annex A Statement of Work**, Clause (92); **DELETE** in it's entirety.

REPLACE with the new clause (92):
(92) The Contractor's SD-WAN Solution must support the following interfaces on provided SD-WAN devices as required:
a) Fast Ethernet as per IEEE 802.3u 100BASE-TX via either 10/100/1000BASE-T auto-negotiation or Small Form-factor Pluggable (SFP) at 100 Mbps as per SFF INF-8074;
b) Gigabit Ethernet as per IEEE 802.3ab at 1,000 Mbps;
c) 10 Gigabit Ethernet as per IEEE 802.ae and IEEE 802.3-2008an at 10,000 Mbps;
d) Small form-factor pluggable (SFP) at 1,000 Mbps as per SFF INF-8074; and
e) Small form-factor pluggable (SFP) at 10,000 Mbps as per SFF 8431 4.1.

Updated Annex A provided as attachment.

Question 018:

SOW (103)
We ask that this requirement be removed or that it be accepted as a road-map item for verification at a later date

Answer 018:

The requirement remains unchanged.

Question 019:

Section 4.1 of the main RFP document - Evaluation Team Section (i) refers to "An evaluation team composed of representatives of Canada will evaluate the Technical Responses. Canada may hire any independent consultant, or use any Government resources, to evaluate any Technical Response."
Can Canada please confirm whether the crown will do a paper-based evaluation or it is the intent to proceed with a proof of concept (POC) as indicated during Industry consultation? If Canada decides to proceed with a POC, can Canada confirm a technical resource from the OEM will be invited to participate in the POC evaluation phase of their solution? The participation of the OEM will help ensure the POC is completed with the appropriate level of technological expertise related to the OEM technology. In addition, the OEM participation will support the efficiency and transparency of the evaluation process.

Answer 019:

Canada will conduct a technical evaluation of bid responses. Canada is not conducting a Proof of Concept.

Question 020:

In section 3.26 of the statement of work technical evaluation criteria, Canada requests security reports for features such as web filtering, IPS and content filtering. However, in section 4,5,6 and 7, Canada specifies the required bandwidths of each category, in terms of encrypted data plane throughput with Internet Mix (IMIX) traffic and zone-based layer 4 firewall enabled. Can Canada confirm that this bandwidth requirement is also required with the previously listed security features from section 3.26?

Answer 020 :

1. Annex C - Statement of Work - Technical Evalution Criteria
    Section 3 - Technical Requirements - sub-reference 3.26; **DELETE** in it's entirety.

    REPLACE with;
    > sub referece 3.26: The Contractor's SD-WAN Solution must provide event logging and reporting such as system event reports, security alerts and alarms, zone based firewall alerts, etc.

2. Annex A - Statement of Work - clause – 107; **DELETE** in its entirety.

    > **REPLACE** with;
    > clause (107): The Contractor's SD-WAN Solution must provide event logging and reporting such as system event reports, security alerts and alarms, zone based firewall events, etc.

Updated Annex A and Annex C are provided as attachments.

Question 021:

In section 8 of the statement of work technical evaluation criteria, for the virtual category, it states 2 Gbps with all of the available features at the top licensing level available activated. Do the available features in this case include the security functions as well as SSL MITM decryption?

Answer 021:

1. Annex C - Statement of Work - Technical Evaluation Criteria
Section 8 - Technical Requirements - sub-reference 8.1; **DELETE** in its entirety.

REPLACE with;
sub reference 8.1: The Contractor's SD-WAN Solution must provide an SD-WAN Virtual Edge with the software required for up to 2 Gbps throughput of encrypted IMIX traffic and zone-based layer 4 firewall enabled.

2. Annex A - Statement of Work - clause - 24 - item E; **DELETE** in its entirety.

REPLACE with;
the new clause (24): SD-WAN Virtual Edge with the software required for up to 2 Gbps throughput of encrypted IMIX traffic and zone-based layer 4 firewall enabled."

Updated Annex A and Annex C are provided as attachments.

Question 022:

In response to the need to substantiate mandatory requirements, rather than providing specifications sheets or other printed material, will Canada permit Bidders to include url web addresses where support material can be located?

Answer 022:

The requirement remains unchanged.

Question 023:

Will Shared Services Canada award a contract for this solicitation if a Cisco Systems bid solution is deemed to be the only compliant technology proposed?

Answer 023:

SSC will follow Government of Canada's Procurement Policy and Guidelines:

See SACC Manual Chapter 5, 5.70 One responsive bid
https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/section/5/70

Question 024:

Reference: SoW Section 1.1 Paragraph 5:
"Consistent with this strategy, SSC plans to procure an SD-WAN Solution for international locations and to meet immediate operational requirements."

Question:
As SSC has already purchased many Cisco SD-WAN devices and licenses though a previous Bulk Buy that was not an open and generic procurement, and that said devices have already been deployed on the SSC GAC network, can SSC advise if there are interoperability requirements of any bid SD-WAN solution with the in-place Cisco SD-WAN devices deployed recently on the SSC GAC network?

Answer 024:

There are no interoperability requirements.

Question 025:

Reference: 1.1 Summary, (d) Terms of Resulting Contract,
iii: In the case that the initial installation and deployment of the SD-WAN Solution equipment does not fulfill SSC and Client requirements, Canada reserves the right to not proceed with the acquisition of the remaining components of the proposed Solution as detailed in the Contract.

Question:
Can SSC confirm that all SSC and Client requirements are contained within this solicitation?

Answer 025:

This solicitation contains the current requirements for SSC's clients.

Question 026:

Reference: 1.2 Summary, (d) Terms of Resulting Contract,
 iii: "In the case that the initial installation and deployment of the SD-WAN Solution equipment does not fulfill SSC and Client requirements, Canada reserves the right to not proceed with the acquisition of the remaining components of the proposed Solution as detailed in the Contract."

Question: We ask that SSC issue an Amendment to this solicitation clearly stating any and all "Client" requirements.

Answer 026:

Reference: 1.2 Summary, (d) Terms of Resulting Contract, Clause iii - remains unchanged.

Question 027:

Reference: Annex C Requirement 2.10:
"The Contractor's SD-WAN solution must protect the confidentiality, integrity and availability of data transport between SD-WAN Edge Devices using IP Security (IPSec) as recommended in document ITSP.40.062 Guidance on Securely Configuring Network Protocols (Version 2 including:."

Question:
This statement is false and misleading. The CCCS published document (ITSP.40.062) does not "recommend" using IPSec to secure data transport. Rather, it gives guidance and security considerations when IPSec is being used. As such, we ask SSC change Requirements 2.10 to 2.10.4 inclusive to allow for a non-Cisco bid. We ask that SSC change these requirements to: "The solution must utilize FIPS Encrypted communications between the SD-WAN Controller and SD-WAN Edge appliances".

Answer 027:

The requirement remains unchanged.

Question 028:

Reference: Requirement 2.8
The Contractor's SD-WAN Solution must support Terminal Access Controller Access Control System (TACACS+) user authentication for administrative access to SD-WAN devices.

Request:
It must be noted that Terminal Access Controller Access-Control System Plus (TACACS+) is a protocol developed by Cisco and released as an open standard beginning in 1993. In order for this RFP to be considered fair and open by industry, SSC Senior management, and the PSPC Ministers office, we request that thus requirement be changed to allow other protocols. As such, we ask that the requirement be changed to:
"RBAC management systems must provide the ability to integrate with existing tools such as TACACS+, LDAP, or RADIUS. Role Based Management Access must provide fine grain control over visibility and configuration access for each user account based on their respective role."

Answer 028:

The requirement remains unchanged.

Question 029:

Reference: Requirement 2.8
The Contractor's SD-WAN Solution must support role-based access control (RBAC)
with authentication authorization accounting (AAA) using TACACS+ to provide the ability to limit
user permissions to view / configure by logical network.

Question:
It must be noted that Terminal Access Controller Access-Control System Plus (TACACS+) is a
protocol developed by Cisco and released as an open standard beginning in 1993. In order for this
RFP to be considered fair and open by industry, SSC Senior management, and the PSPC Ministers
office, we request that thus requirement be changed to allow other protocols. As such, we ask that
the requirement be changed to:
"RBAC management systems must provide the ability to integrate with existing tools such as
TACACS+, LDAP, or RADIUS. Role Based Management Access must provide fine grain control
over visibility and configuration access for each user account based on their respective role."

Answer 029:

The requirement remains unchanged.

Question 030:

We ask that SSC confirms to industry that at no time the GAC SSC team, or any other SSC
employee/contractor consulted with any Cisco employee regarding any Cisco SD-WAN technology
including (but not limited to), architecture advice, implementation guidance, product, and/or BIll of
Materials creation with due consideration of the testimony of SSC President Paul Glover to the
House of Commons Standing Committee on Government Operations and Estimates given on May
26, 2021, quote "I would like to first reiterate that we do not work with Cisco on requirements".

Answer 030:

Canada does not consult with the employees of solution providers in the development of the
solicitation requirements.

Question 031:

Reference:1.2 Summary, (d) Terms of Resulting Contract,
iii: "In the case that the initial installation and deployment of the SD-WAN Solution equipment does
not fulfill SSC and Client requirements, Canada reserves the right to not proceed with the
acquisition of the remaining components of the proposed Solution as detailed in the Contract."

*Question***:**
We ask that SSC confirm that there are no requirements from either SSC or the "Client" that are
over and above what is documented in this RFP.

Answer 031:

Canada confirms

Question 032:

Can SSC indicate how many Cisco SD-WAN devices and what Cisco SD-WAN technologies
have already been deployed in production on SSC managed networks?

Answer 032:

Canada does not disclose any internal information.

Question 033:

Reference: Annex C Requirement 2.10:
"The Contractor's SD-WAN solution must protect the confidentiality, integrity and availability of data transport between SD-WAN Edge Devices using IP Security (IPSec) as recommended in document ITSP.40.062 Guidance on Securely Configuring Network Protocols (Version 2 including:.."

Question:
This statement is false and misleading. The CCCS published document (ITSP.40.062) does not "recommend" using IPSec to secure data transport. Rather, it gives guidance and security considerations when IPSec is being used. As such, we ask SSC change Requirements 2.10 to 2.10.4 inclusive to allow for a non-Cisco bid. We ask that SSC change these requirements to: "The solution must utilize FIPS Encrypted communications between SD-WAN Edge devices".

Answer 033:

The requirement remains unchanged.

Question 034:

Reference: Annex C Requirement 2.9
"The Contractor's SD-WAN Solution must protect the confidentiality, integrity and availability of control plane communication between SD-WAN Controllers and Edge Devices using Transport Layer Security (TLS/DTLS) or IP Security (IPSec) as recommended in document ITSP.40.062 Guidance on Securely Configuring Network Protocols (Version 2)"

Question:
This requirement highlights the influence of Cisco on these specifications. As such, we ask SSC change Requirements 2.9 to allow for a non-Cisco bid. We ask that SSC change these requirements to: "The solution must utilize FIPS Encrypted communications between SDWAN Controllers and SD-WAN Edge devices". "

Answer 034:

The requirement remains unchanged.

Question 035:

Reference: Annex C Requirement 3.26:
The Contractor's SD-WAN Solution must provide security reports such as log reports, security alerts and alarms, firewall events, web filtering events, content filtering events, IPS events, etc.

Question:
As there are no IPS, Web/content filtering requirement within this RFP, we ask that SSC remove their (IPS, Web/content filtering) relevant reports from the Requirement 3.26."

Answer 035:

1. Annex C - Statement of Work - Technical Evalution Criteria
Section 3 - Technical Requirements - sub-reference 3.26; **DELETE** in it's entirety.

REPLACE with:
sub reference 3.26: The Contractor's SD-WAN Solution must provide event logging and reporting such as system event reports, security alerts and alarms, zone based firewall alerts, etc.

2. Annex A - Statement of Work - clause – 107; **DELETE** in its entirety.

REPLACE with;
 the new clause (107): The Contractor's SD-WAN Solution must provide event logging and reporting such as system event reports, security alerts and alarms, zone based firewall events, etc.

Updated Annex A and Annex C are provided as attachments.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME