

**SHARED SERVICES CANADA**

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

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Issuing Office	Shared Services Canada 180 Kent Street, 13 th 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 004

This amendment has been raised to:

- to answer questions posed by the potential respondents

Question 036 :

Annex C - Technical Evaluation Criteria

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 this 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 036:

The requirement remains unchanged

Question 037 :

Under Bid Preparation Instructions, Section I – Technical Bid, SSC indicates Form 1 and Certifications under Part 5 are to be included in this section but other details haven't been provided. Our understanding of response components for this section from contractors are to include the following:

- a) Form 1 - Bid Submission Form
- b) Annex A – SOW
- c) Annex C – SOW evaluation criteria
- d) Form 2 – OEM certification, and
- e) Form 3 – Integrity Provisions Form

Will SSC please confirm.

Answer 037:

See Modification 001



Question 038:

In section 2.5 annex C - SD-WAN statement of Work, Canada indicates the solution must provide protection against security vulnerabilities (including Anti-Virus updates), and in section 3.26 Canada requests reporting for security functions such as web filtering, IPS, etc. Based on this can Canada clarify whether the SD-WAN solution and edge devices should be licensed for security features, including web filtering, IPS and Anti-Virus?

Additionally, can Canada please confirm, whether these features just need to be licensed and available, or if the category sizing for appliances take into account that these features are fully activated?

Answer 038:

1. Annex A - Statement of Work - Clause (47) is **DELETED** in it's entirety.

REPLACED with the new clause (47):

(47) The Contractor's SD-WAN Solution must support centralized patch management of the SD-WAN Edge Devices and Management Portal to stay current against any security vulnerabilities (including firmware updates) published by the OEM.

2. Annex C - Statement of Work - Technical Evaluation Criteria - sub-reference 2.5 is **DELETED** in it's entirety.

REPLACED with the new sub-reference 2.5:

The Contractor's SD-WAN Solution must support centralized patch management of the SD-WAN Edge Devices and Management Portal to stay current against any security vulnerabilities (including firmware updates) published by the OEM.

See Modification 002 for more details

Question 039:

Canada states the SD-WAN Controller/Orchestration solution must be provided with the hardware configuration required (model, CPU, memory, storage etc.) as stated in section 1.1 of the Annex C SOW. Can Canada clarify whether this indicates that Canada would like the bidder to provide simply the hardware configuration in terms of required CPU cores, RAM, etc. Or is it expected that the pricing proposal and solution includes the hardware required for any virtual machines and that hardware is priced into the solution?

Answer 039:

Canada confirms the pricing proposal and solution must include the hardware required for any virtual machine.

Question 040:

Reference Section 6.18

Can Canada confirm the provisions of Supplemental General Conditions 4001, that either respondent and or OEM can be the point of contact for all maintenance services. IE –The toll free telephone number and website portal for support.



Answer 040:

Please refer to Answer 007 in Amendment 001

Question 041:

The Crown is requesting pricing for multiple years, but due to market volatility, supply chain challenges and the length of the contract, bidders are pushed to provide the Crown with minimal discounts on the initial buy which is costing the government and tax payers to pay higher prices. Bidders need to protect themselves by providing less discounts than usual which defeating SSCs purpose to try to save budget in a long term contract. Will the Crown consider allowing the contract winner to increase pricing yearly in order to receive more aggressive discounts on the initial purchase?

Answer 041:

This requirement remains unchanged

Question 042:

2. As per Annex C, Section 3 Technical Requirements: we have the following question:

Requirement 3.6: "The Contractor's SD-WAN Solution must provide interfaces with speeds up to 10 Gbps.". Edge Device Category 1 & 2 devices have a throughput less than 1 Gbps. Please confirm that 10 Gbps ports are not required for category 1 and category 2 SD-WAN devices and that 1 Gbps interfaces are sufficient?

Answer 042:

Canada confirms

Question 043:

I am writing in regards to the above noted solicitation. How can an RFP be posted with a due date 9 days later?

Answer:

Refer to answer 009 in Amendment 002

Question 044:

Will SSC amend the appropriate section of the solicitation to build in a Price and Rate Adjustment clause that will take into account fluctuations in foreign exchange rates? The Price and Rate Adjustment clause is utilized often by SSC and only when a respondents technology is sourced into Canada in USD Currency and when a multi-year contract is being established. The Price and Rate Adjustment clause allows SSC to leverage the strength of the Canadian Dollar and its positive impact on lowering the cost of USD sourced goods and services that are sold in Canadian dollars and to SSC. The ability for SSC to adjust prices due to changing foreign exchange rates allows respondents to refine their price offer removing any exchange rate risk which could inflate the purchase price in a firm price offer. A rate adjustment clause for foreign exchange fluctuations is requested such that pricing can be adjust when FX impacts contracts prices such that a prices would change by plus or minus 3%. It is requested that any resulting contracts would reflect an



adjustment on prices calculated at an appropriate timeframe such as 30 days before contract award.

Answer 044:

The requested change will not be implemented

Question 045:

In section 4,5,6,7,8 Canada outlines the full meshed overlay topology scaling requirements for each Category of SD-WAN devices where dual transport (MPLS and Internet) exist .This would be a mesh of 50 devices for Category 1 and 200 devices for Category 2, statically assigning this requirement can become very complex and onerous for administration. Enterprise-grade SD-WAN solutions have the ability to dynamically create a full mesh topology, can Canada confirm if a dynamic full mesh feature like auto-discovery VPN can be used to create this fully meshed overlay network. The dynamic solution if accepted would still need to be able to scale to support the full amount of tunnels required for a full mesh if all sites need to talk to all other sites concurrently, but would use dynamic tunneling to create this mesh. Would Canada accept a solution that would use a dynamic full mesh topology to meet these requirements?

Answer 045:

The requirement remains unchanged.

Question 046:

In section 4,5,6,7,8 Canada outlines the full meshed overlay topology scaling requirements for each Category of SD-WAN devices where dual transport (MPLS and Internet) exist . This would be a mesh of 50 devices for Category 1 and 200 devices for Category 2. Canada did not specify whether the topology supported needs to be a statically defined full mesh topology (which is rarely used in modern deployments), or whether a dynamic full mesh would be accepted. In a dynamic full mesh, technologies like auto-discovery VPN are used to create the fully meshed overlay network. The dynamic solution if accepted would still need to be able to scale to support the full amount of tunnels required for a full mesh if all sites need to talk to all other sites concurrently, but would use dynamic tunneling to create this mesh. Would Canada accept a solution that would use a dynamic full mesh topology to meet requirements 4.4, 5.5, 6.5 and 7.5?

Answer 046:

The requirements remain unchanged.

Question 047:

As per Annex A, Section 3.1 (24): we have the following question:

c) Category 3, The requirement “The device must support a minimum of 200 devices with dual transport connections (e.g. MPLS and Internet) in a fully meshed overlay topology.” is not aligned with Figure 2, which requires 500 Connected IPsec Endpoints for Edge Device Category 3. Please confirm that Category 3 devices must support a minimum of 500 devices with dual transport connections (e.g. MPLS and Internet) in a fully meshed overlay topology?

**Answer 047:**

1. Amendment Annex A - Statement of Work – **DELETE** clause (24) sub-reference c) in its entirety.

REPLACE with new clause (24) sub-reference c);

Category 3: SD-WAN Edge device with the appropriate hardware configuration (CPU, memory, storage) to provide up to 2 Gbps of encrypted data plane throughput with IMIX traffic and zone-based layer 4 firewall enabled. There must be at least 4 x 1 Gigabit Ethernet LAN ports and 4 x 1 Gigabit Ethernet WAN ports per device. The device must provide an out-of-band management port. A redundant power supply must be provided for each device. The device must support a minimum of 500 IPSec endpoints with dual transport connections (e.g. MPLS and Internet) in an overlay topology.

2. Annex C - Statement of Work - Technical Evaluation Criteria – **DELETE** sub-reference 6.5 in its entirety.

REPLACE with new sub-reference 6.5;

The Contractor's SD-WAN Solution must support a minimum of 500 IPSec endpoints with dual transport connections (e.g. MPLS and Internet) in an overlay topology.

See Modification 002 for more details

Question 048:

d) Category 4, The requirement "The device must support a minimum of 200 devices with dual transport connections (e.g. MPLS and Internet) in a fully meshed overlay topology." is not aligned with Figure 2, which requires 1000 Connected IPSec Endpoints for Edge Device Category 4. Please confirm that Category 4 devices must support a minimum of 1000 devices with dual transport connections (e.g. MPLS and Internet) in a fully meshed overlay topology?

Answer 048:

1. Amendment Annex A - Statement of Work – **DELETE** clause (24) sub-reference d) in its entirety.

REPLACE with new clause (24) sub-reference d);

Category 4: SD-WAN Edge device with the appropriate hardware configuration (CPU, memory, storage) to provide up to 10 Gbps of encrypted data plane throughput with IMIX traffic and zone-based layer 4 firewall enabled. There must be at least 4 x 10 Gigabit Ethernet LAN ports and 4 x 10 Gigabit Ethernet WAN ports per device. The device must provide an out-of-band management port. A redundant power supply must be provided for each device. The device must support a minimum of 1000 IPSec endpoints with dual transport connections (e.g. MPLS and Internet) in an overlay topology.

2. Annex C - Statement of Work - Technical Evaluation Criteria – **DELETE** sub-reference 7.5 in its entirety.

REPLACE with new sub-reference 7.5;

The Contractor's SD-WAN Solution must support a minimum of 1000 IPSec endpoints with dual transport connections (e.g. MPLS and Internet) in an overlay topology.

See Modification 002 for more details



Question 049:

To provide a more accurate proposal could SSC please identify which category of devices corresponds to the hub sites?

Answer 049:

Canada will determine which categories of equipment will be used at hub sites

Question 050:

Can SSC please clarify the quantities of sites with single or dual links (MPLS and/or Internet)?

Answer 050:

Canada will determine which sites will have single or dual links.

Question 051:

Does SSC require HA for each SD-WAN edge device category?

Answer 051:

Canada has identified it's requirement for HA in each SDWAN edge device category.

Question 052:

Annex C List of Requirements, 3.22 – The Contractor's SD-WAN solution must recognize and distinguish between SaaS and IaaS application and traffic types within cloud applications (such as MS Teams media traffic.)

Question:

Is the SaaS and IaaS application breakout traffic happening at the Branch or Data Centre?

Answer 052:

Yes to both.

Question 053:

Annex C List of Requirements, 4.3 Authentication, 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.

Question:

TACACS is a CISCO developed protocol standard, Remote Authentication Dial-In User Service (RADIUS) is an open standard widely used throughout the industry for authentication purposes. In order for SSC to achieve the best value through a competitive process, will SSC consider adding "TACACS OR the open IETF standard RADIUS" to this requirement?

Answer 053:

Requirement remains unchanged.



Question 054:

3.19.3 Can an alternative solution which provides High Availability (for HW redundancy) and clustering (for link redundancy) be accepted? We believe that these technologies provide the same benefits as LACP

Answer 054:

Requirement remains unchanged

Question 055:

7. 3.19.6 – Would the Crown remove Section 3.19.6? This is not a typical requirement for an SD-WAN environment.

Answer 055:

Requirement remains unchanged

Question 056:

9. 3.19.14 - LLDP is typically used for LAN device discovery. For security reasons LLDP isn't considered as safe/secure protocol for SD-WAN edge device. Please consider removing this requirement.

Answer 056:

Requirement remains unchanged.

Modification 001:

On the RFP Solicitation Document, Part 3, Preparing and submitting a bid in response to this Solicitation, Section I: Technical Bid; **DELETE** in it's entirety and

REPLACE with;

3.3 Section I: Technical Bid

- a) **Bid Submission Form:** Bidders are requested to include the Form 1 – Bid Submission Form with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name, and the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the bidder with an opportunity to do so.
- b) **Certifications:** It is a requirement that bidders submit the certifications required under Part 5.
- c) **Annex A :** Statement of Work (SOW)
- d) **Annex C :** List of Requirement



- e) **Form 2** : OEM certification Form
- f) **Form 3** : Integrity Form
- g) **Form 4** : SCSI Submission Form

Modification 002:

Annex C Statement of Work – Technical Evaluation Criteria – has been updated and Version 3.0 is available in the attachment section of this Solicitation.

Annex A Statement of Work – has been updated and Version 3.0 is available in the attachment section of this Solicitation.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME