

ANNEX A – STATEMENT OF WORK

SSC NSSB Data Centre Networking

1.0 Objective

The purpose of this document is to define the scope of the requirements for Data Centre Networking (DCN) goods and services that will allow Shared Service Canada (SSC) to provide segregated DCN connectivity services for the next ten (10) years to government partner sites, networks and environments, including those that may be deemed 24/7 Government Wide Mission Critical Services.

2.0 Background

The Networks and Security Services Branch (NSSB) is responsible for the planning, design and operations of the Government of Canada (GC) IT network infrastructure as well as the management of cyber and IT security services that protects GC data and technology assets.

In support of the GC's IT evolution in digital services, SSC is required to procure DCN equipment to be used in segregated environments in order to provide reliable, secure and flexible access to GC IT applications/services for SSC partners, clients and Canadians. SSC's End State Data Centres are the primary DCN infrastructures that enable connectivity to these services. In addition, SSC will require the procurement of additional DCN equipment as well as the replacement of some End-of-Life DCN equipment over the next ten (10) years in order to continuously provide DCN connectivity services that adequately meet the demands of its partners and clients.

3.0 Scope

The requirement, including optional components, will be delivered over up to ten (10) Government of Canada Fiscal Years in multiple phases. The initial contract will seek the delivery of products specified in Annex B with delivery on or before March 31, 2023.

Future requirements for DCN switches and accessories will be fulfilled using this contract where the existing network environment allows. The total scope of all the requirements across all phases may reach \$73 million and additional training sessions may also be scheduled as part of contract amendments.

However, if a service-impacting instability issue is experienced with any product once implemented in the production network that the vendor does not resolve to SSC satisfaction within two (2) months then additional phases may be re-tendered and SSC will have the right to cancel any orders that have not been fully received.

Any equipment that is part of the contract deliverables must be provided by a single Original Equipment Manufacturer (OEM). Once any product is subject to an official end-of-life announcement by the OEM, it is to be replaced in future phase procurement with the manufacturer-suggested replacement. The replacement must provide fully equivalent or improved capabilities and be delivered at the same cost per unit as the initial delivery.

4.0 Requirement Overview

4.1 Deliverables

The requirement primarily consists of a physical network fabric of underlay switches, a Software Defined Networking (SDN) overlay solution, and a Software Defined Networking (SDN) Controller

DCN Enclave Configuration	Description
Spine Switches	Sits on the top (core) layer of the network fabric, interconnecting all leaf switches at the access layer.
Leaf Switches	Sits on the bottom (access) layer of the network fabric and uplinks into two or more spine switches at the core layer.
Software Defined Networking (SDN) Solution	Software based solution providing automated provisioning and policy-based management of the network fabric.
Software Defined Networking (SDN) Controller	Hardware appliance and/or software application that manages the entire SDN solution.

4.2 Maintenance & Support

All applicable products are to include a five (5) year maintenance & support service term delivered by the OEM directly and starting no sooner than the time of delivery. The maintenance & support service is to include the following features:

- Technical support via telephone, email and the OEM's online support platform,
- Access to firmware updates from the OEM's online platform,
- Access to the OEM's online learning and knowledge base resources; and
- Next-day delivery advance replacement Return Merchandise Authorization (RMA) for any hardware failures during the five (5) year term, with all associated customs, shipping and freight at no cost to SSC.

4.3 End of Life Announcements

Any deliverable that is subject to an official end-of-life announcement by the OEM during the lifetime of the contract is to be replaced with the manufacturer-suggested replacement in any subsequent contract amendments. The replacement product must provide fully equivalent or improved capabilities and be delivered at the same cost per unit as the deliverable it replaces.

4.4 Fiscal Year 2022-2023 Requirements

The firm list of deliverables is detailed in Annex B. At SSC's discretion, additional quantities may be required for delivery on or before March 31, 2023. Additional training sessions may also be scheduled as part of contract amendments.

4.5 Future Phases

At SSC's discretion and where the existing network environment allows, additional enclave requirements for DCN switches will be fulfilled using this contract. Future fiscal year requirements to replace hardware identified as part of the IT Refresh and Replace (ITRR) program are anticipated along with requests to provide cloud connectivity services for SSC partners and clients.

5.0 Evaluation and Delivery

5.1 Evaluation

SSC will evaluate bidder responses in the fifteen (15) business days following the end of the solicitation period. The lowest-priced compliant bidder will be identified by using the total cost of all Annex B items and quantities among the bidders whose response is considered technically compliant. SSC may seek clarification from bidders during the evaluation.

Once the compliant bidders have been identified, SSC may elect to test specific functionality and interoperability of the lowest-priced compliant bidder. Should the first bidder be unable to successfully complete all tests within fifteen (15) Federal Government Working Days (FGWDs), the proposal will be considered non-compliant and the next compliant bid will then be considered. The length of a testing day is seven (7) hours.

A FGWD is a calendar day, except for Saturday, Sunday and the following holidays:

- i) New Year's Day¹;
- ii) Good Friday and Easter Monday;
- iii) Victoria Day;
- iv) St-Jean Baptiste Day¹;
- v) Canada Day¹;
- vi) 1st Monday in August;
- vii) Labour Day;
- viii) National Day for Truth and Reconciliation¹;
- ix) Thanksgiving Day;
- x) Remembrance Day¹;
- xi) Christmas Day¹; and
- xii) Boxing Day².

¹ If this holiday occurs on a Saturday or Sunday, then the following Monday will be a holiday.

² If this holiday occurs on a Saturday, then the following Monday will be a holiday. If this holiday occurs on a Sunday or Monday, then the following Tuesday will be a holiday.

5.2 Testing

Upon request from SSC, the bidder will provide the list of equipment and quantities outlined below within five (5) FGWDs:

- Layer 3 Spine Switches*
- Layer 2 Leaf Switches*
- SDN Solution and/or Controller*
- 1, 10, 25, 40, 100 GbE transceivers*
- All necessary cables and software required to operate the equipment

*Quantity to be determined

The devices are to be delivered to the following location:

TBD

A representative of SSC and the bidder will be on-site to complete the suite of tests specified in Annex X. Additionally, a representative of the Original Equipment Manufacturer (OEM) can also attend. Testing will take place over fifteen (15) FGWDs following the five (5) FGWDs for equipment delivery. Should testing not be conclusive after fifteen (15) business days, the proposal will be considered non-compliant.

Annex X provides a high-level overview, test topology and test cases. A detailed test plan will be provided upon completion of the bid evaluation to the lowest-priced compliant bidder should SSC elect to test the proposed solution. SSC will not incur any costs for equipment, shipping, duties, bidder or OEM resources for testing.

The bidder and OEM are not allowed to use any beta or non generally available software or hardware during testing.

5.3 Training

At any time during the contract term, SSC may optionally seek to schedule a three (3) day virtual training session for up to ten (10) resources it designates.

The subject matter for this session will be network design, management, switch configuration using the Command Line Interface (CLI) and operation. SSC resources will be familiar with general network administration concepts but may not have any experience with the specific OEM platform delivered as part of the contract. The intent of the session is to familiarize SSC operational resources with the OEM's platform in order to facilitate implementation, operation, management and troubleshooting.

5.4 Delivery

All goods ordered in fiscal year 2022-23 must be delivered on or before March 31, 2023. Future contract amendments will specify a reasonable timeframe for delivery as part of the amendment terms.

5.5 Payment

Payments will be on a per-shipment basis, in arrears, to be paid within 30 calendar days following the receipt of the goods.