



SHARED SERVICES CANADA

ANNEX A – STATEMENT OF WORK

NSSB - WAN P & PE Routers

1.0 Objective

The purpose of this document is to define the scope of the requirement for Wide-Area Network (WAN) Provider (P) and Provider Edge (PE) router goods and services that will allow Shared Service Canada (SSC) to provide network connectivity services to the Government of Canada (GC) for cloud connectivity services, Internet services, and Enterprise Data Centre services through its GC Backbone Multiprotocol Label Switching (MPLS). This will allow SSC to deliver network connectivity services for its partners' and clients' current and upcoming business requirements.

2.0 Background

The Networks and Security Services Branch (NSSB) is responsible for the planning, design and operations of the GC Information Technology (IT) network infrastructure; the management of cyber and IT security services that protects GC data and technology assets; and the deployment of modern, reliable and cost-effective digital services, including telecommunication services and support, hardware and software provisioning and digital communications solutions.

In order to support the GC's IT evolution in digital services and cloud adoption, SSC is required to enable GC wide network connectivity, monitoring and security safeguards to its partners and clients in order to establish reliable, secure and flexible access to multiple Cloud Service Providers, Internet services, GC Legacy Data Centres and Enterprise Data Centres. The GC-Backbone MPLS network is the core network infrastructure that enables connectivity to these services, and SSC will require the procurement of additional P and PE routers as well as the replacement of end-of-life P and PE routers over the contract term to enable SSC to provide network connectivity services to adequately meet the demands of its partners and clients.

3.0 Scope

The requirement, including optional components, will be delivered over five (5) Government of Canada Fiscal Years, with the option to extend by two (2) one-year periods

The initial contract will seek the delivery of products specified in Annex B. The contract will include provisions to amend for additional deliveries of the products specified in Annex B at the firm price specified in the winning bid.

Future requirements for WAN P and PE routers and accessories will be fulfilled using this contract where the existing network environment allows. 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 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).



4.0 Requirement Overview

4.1 Deliverables

The requirement is primarily for one (1) Provider router configuration and two (2) Provider Edge router configurations to address the needs identified for a variety of network environments and workloads throughout the GC. These configurations are:

Router Configuration	Description
WAN P Router Configuration	Provider router suitable for high-volume traffic transit between Provider Edge devices.
WAN PE Router Configuration 1 (Standard)	Provider Edge router suitable for deployments in office buildings, campus or data centre environments.
WAN PE Router Configuration 2 (Enterprise)	Provider Edge router suitable for deployments in campus or data centre environments with high bandwidth requirements.

In addition to these primary deliverables, SSC also requires multiple types of line cards or modules along with transceivers and licenses enabling additional router functionality per Annex B and Annex C.

4.2 Maintenance & Support

All applicable products are to include a 5-year maintenance & support service term delivered by the OEM directly and starting thirty (30) days after 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 router 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 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.

5.0 Evaluation and Delivery

5.1 Evaluation

SSC will evaluate bidder responses in the 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 complaint bidder. Should the first bidder be unable to successfully complete



all tests within 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.

5.2 Testing

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

- One (1) unit of WAN P Router Configuration with 4 x 10GbE transceiver ports
- One (1) unit of WAN PE Router Configuration 1 (Standard) with 4 x 10GbE transceiver ports
- Four (4) units of 100GBASE-SR4 Transceiver
- Four (4) units of 100GBASE-LR4 Transceiver
- Eighteen (18) units of 10GBASE-SR Transceiver
- Ten (10) units of 10GBASE-LR Transceiver
- Six (6) units of 1000BASE-SX Transceiver
- Four (4) units of 1000BASE-LX Transceiver
- Two (2) units of 1000BASE-T Transceiver.

All router configurations must include all power cords, fans, power supplies, modules, line cards or any other accessory required to meet the Annex C.

The devices are to be delivered to the following location:

Attention of:
Fariz Elchamaa
350 King Edward Ave
Ottawa, ON K1A 0H1

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

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.



Annex D 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 3-day virtual training session in either official language, English or French, for up to 10 resources it designates. Presentation materials used during this training session must be in the language chosen.

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