

# **ANNEX A – STATEMENT OF WORK**

## **Local Area Network Solution for the Place du Portage 3 complex**

### **1.0 Objective**

The purpose of this document is to define the scope of Shared Services Canada's (SSC) requirement for Local Area Network (LAN) goods and services for the Place du Portage 3 complex in Gatineau, Quebec.

### **2.0 Background**

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

Place du Portage is the largest GC office complex in the National Capital Region (NCR). It is made up of four phases. An estimated eight (8) year retrofit is currently underway in Phase III which consists of six (6) towers connected by a covered three-story pedestrian bridge. This requirement is being established to fulfill the LAN needs for the duration of the project. Thousands of LAN switches of various models are a major component of delivering a modern secure workplace for GC employees.

### **3.0 Scope**

The requirement, including optional components, will be delivered over eight (8) Government of Canada Fiscal Years.

The initial contract will require 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 LAN switch products for the Place du Portage complex will be fulfilled using amendments to this contract where the situation permits.

### **4.0 Requirement Overview**

#### **4.1 Deliverables**

The requirement is primarily for six (6) switch configurations to address the needs identified for a variety of network environments and workloads. These configurations are:

- Switch Configuration - L3 Core
- Switch Configuration - Distribution
- Switch Configuration - Multigigabit Access
- Switch Configuration - Gigabit Access
- Switch Configuration - Compact Access
- Switch Configuration - Secure Access.

In addition to these primary deliverables, SSC also requires multiple types of transceivers, cables and feature licenses 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 Original Equipment Manufacturer (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 switch firmware updates from the OEM's online platform,
- Access to the OEM's online learning and knowledge base resources; and
- Advance replacement Return Merchandise Authorization (RMA) for any hardware failures during the 5-year term, with all associated 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 Federal Government Working Days (FGWD) following the end of the solicitation period. The lowest-priced compliant bidder will be identified by using the extended total cost of all Annex B quantities specified in Column D (for financial evaluation purposes only) among the bidders whose response is considered technically compliant. SSC may seek clarification from bidders during the evaluation.

Once the lowest-priced compliant bidder has been identified, SSC will optionally request to test specific functionality and interoperability per Annex D. Should the bidder be unable to successfully complete all tests in the specified time period, the proposal will be considered non-compliant and the next lowest-priced compliant bid will then be considered.

### **5.2 Testing**

Upon request from SSC, the bidder must provide the following devices for testing purposes within 10 FGWDs:

- Two (2) Switch Configuration - L3 Core
- Two (2) Switch Configuration - Distribution
- Four (4) Switch Configuration - Multigigabit Access
- Two (2) Switch Configuration - Gigabit Access
- Two (2) Supplemental Stacking Cable for Item 3 and 4 - 1 Meter
- Eight (8) 10GBASE-LR Transceiver
- Eight (8) 10GBASE-SR Transceiver
- Eight (8) 100GBASE-SR-BiDi Transceiver

The devices are to be delivered to a location in the National Capital Region that SSC will provide in the request.

A representative of SSC and the bidder will be on-site to complete the suite of tests specified in Annex D. A

representative of the OEM will also be permitted to attend upon request. Testing will take place over the 20 FGWDs following the 10 FGWDs for equipment delivery. Should testing not be complete after 20 FGWDs, the proposal will be considered non-compliant.

### **5.3 Training**

A 5-day instructor-led course for up to 10 individuals, delivered virtually, is a firm contract deliverable. The subject matter for the course will be network administration, switch configuration using the Command Line Interface (CLI) and deployment automation tool(s). 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.

Following contract award, SSC will optionally seek to schedule additional virtual training courses. The firm cost for each training course is to be included in Annex B.