

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions -**  
**TPSGC**  
**11 Laurier St. / 11, rue Laurier**  
**Place du Portage, Phase III**  
**Core 0A1 / Noyau 0A1**  
**Gatineau**  
**Quebec**  
**K1A 0S5**  
**Bid Fax: (819) 997-9776**

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Network and Satellite Services Division / Division des  
services de satellite et de réseaux  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III, 4C2  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> TELECOM EQUIPMENT & MAINT SERVICES	
<b>Solicitation No. - N° de l'invitation</b> G9566-110064/A	<b>Amendment No. - N° modif.</b> 007
<b>Client Reference No. - N° de référence du client</b> G9566-110064	<b>Date</b> 2012-04-12
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEO-015-23638	
<b>File No. - N° de dossier</b> 015eo.G9566-110064	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-04-20</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Clément, Daniel	<b>Buyer Id - Id de l'acheteur</b> 015eo
<b>Telephone No. - N° de téléphone</b> (819) 956-0287 ( )	<b>FAX No. - N° de FAX</b> (819) 934-1411
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## SOLICITATION AMENDMENT 007

### 1) QUESTIONS AND ANSWERS (Q&A):

#### QUESTION 23 a):

- Must Include – PBX configuration must include the prices for these items;
- As an example line item (43) The Class 1 PBX must include all operating system software, back-up and restore utility software, and licenses for a fully operational and configured system;
- The pricing for item (43) is required to be included in the Annex B Pricing Table Tel C-1 PBX tab, configured for 1 user as per the instructions outlined in the pricing workbook. Please confirm.

#### RESPONSE 23 a):

*Canada has responded to the content of this question in our response to question 15 in Amendment #005. Canada has made no mention of “configured for 1 user”, anywhere in the RFP or the referenced annexes in this tender package.*

#### QUESTION 23 b):

- Must support – PBX must have the ability to optionally support this requirement, but prices are not to be included in the price table for evaluation purposes;
- As an example line item (41) “Class 1 PBX must support Trunk connections that include: a) IP Trunking; b) ISDN PRI; and c) analogue loop start and ground start.” ;
- These items will be ordered off an optional price list and is not to be included in the Annex B Pricing Table Tel C-1 PBX tab. Please confirm.

#### RESPONSE 23 b):

*Canada has responded to the content of this question in our response to question 15 in Amendment #005. Bidders must provide all pricing on Annex B for all Telecommunication products & Telecommunication Services forming part of their response to the detailed requirements of the SOW.*

#### QUESTION 23 c):

- Must allow - PBX must have the ability to optionally support this requirement, but prices are not to be included in the price table for evaluation purposes;
- As an example line item (38) The Class 1 Private Branch Exchange (PBX) must allow a minimum of 40 telephone lines;
- Cards to support these telephone lines will be ordered off an optional price list and will not to be included in the Annex B Pricing Table Tel C-1 PBX tab. Please confirm.

#### RESPONSE 23 c):

*Canada has responded to the content of this question in our response to question 15 in Amendment #005. Bidders must provide all pricing on Annex B for all Telecommunication products & Telecommunication Services forming part of their response to the detailed requirements of the SOW.*

**QUESTION 23 d):**

- Must provide - PBX must have the ability and functionality to be included in the pricing table for evaluation tables even if optional;
- As an example line item (40) the Class 1 PBX must provide the following optional contact centre features as specified in a ROC that include...;
- The pricing for item (40) is required to be included in the Annex B Pricing Table Tel C-1 PBX tab, configured for 1 user as per the instructions outlined in the pricing workbook. Please confirm;

**RESPONSE 23 d):**

*Canada has responded to the content of this question in our response to question 15 in Amendment #005. Bidders are to note that there is no mention of “configured for 1 user”, anywhere in the RFP or the referenced annexes in this tender package .*

**QUESTION 24:**

- As was done in the original contract (INESS) and to allow the Crown flexibility to order the type and quantity of peripheral cards, software licenses, features, lines etc. for each location provided in Annex A-1 SDP areas, please confirm the Bidder must quote a unique discount level (0 to 99 %) from the Published Price List for each Product Category in each term that will apply to all Network Equipment and Support Services within the same Product Category.

**RESPONSE 24:**

*The bidding requirements are clearly stated in the RFP.*

**QUESTION 25:**

- If Question 23 and 24 are confirmed, we withdraw the following questions. However if unconfirmed we require further details to complete the Annex A price books and request the following be responded to;
- The bidders must include all components of hardware and software required to meet the identified requirements for all classes of Telecommunication Products. The requirements do not detail out the configuration for each class of PBX. Bidders cannot list all possible components within Annex B price books, as there are hundreds of HW and SW items that may be used for a configuration.

Can Canada please provide the following for Class 3 PBX:

- A. Number of digital phones for each class of PBX
- B. Number of analog phones for each class of PBX
- C. Number of IP trunks
- D. Number of ISDN PRI
- E. Number of Analogue loop start
- F. Number of ground start
- G. Number of DID
- H. If paging system will be used
- I. Messaging requirements and count
- J. Automated Attendant requirements
- K. Backup media, capacity, count
- L. Conferencing, adhoc and meetme, capacity

M. Number and type of RAN announcements that will be required.

N. Music source

#### RESPONSE 25:

*Canada will not elaborate on the requirements stated above as our requirements have been clearly articulated in the Annex A - SOW.*

#### QUESTION 26:

- In part 7, resulting contract clauses under 7.9 Payment and item (d) Payment Credits, the penalty for Failure to Meet the Service Desk Response Service Level (SL-SDR) is an amount of \$500 per day;
- In Annex A- SOW section 10.1 (285) defines the service desk response service level as a monthly measurement. Can Canada confirm that the penalty outlined above is a \$500 per month penalty and not \$500 per day which could potentially mean a penalty of \$10, 000 a month.

#### RESPONSE 26:

*At RFP, PART 7, 7.9 Payment, (d) Payment Credits, (iv);*

**DELETE: (iv) Service Credits for Failure to Meet the Service Desk Response Service Level (SL-SDR), in its entirety;**

**INSERT: (iv) Service Credits for Failure to Meet the Service Desk Response Service Level (SL-SDR)**

- (A) If the Contractor fails to meet the SL-SDR, as defined in the SOW subsection Service Levels, the Contractor must provide a credit in the amount of \$500 per month.

#### Question 27:

- General SOW item 14 (PMO) and Terms & Conditions 7.16. Canada has requested a unique Toll free number for the Program Management Office (PMO) and Toll-free Telephone Number for Maintenance Service. Please confirm that calls for maintenance incidents will go directly to the TAS, and calls to the PMO are related to issues, complaints and billing.

#### RESPONSE 27:

*It is entirely at the vendor's discretion to identify how the requirement for the toll-free PMO, Maintenance, and TAS services will be met.*

#### QUESTION 28:

- In part 7, resulting contract clauses under 7.9 Payment item (A iii) states For the provision of Technical Assistance Support (refer to section 7.0 Technical Assistance Support in the SOW) as and when requested by Canada and in consideration of the Contractor satisfactorily completing its obligations in accordance with the Contract the Contractor will be paid the Firm Monthly Rate which applies to the Service Number as set out in the Annex B, GST/HST extra.
- Can Canada please confirm the Technical Assistance Support (TAS) will be ordered on the initial ROC and the Contractor will Invoice monthly for the duration of the contract once the initial system has been installed and accepted.

**RESPONSE 28:**

*The requirement for TAS will be ordered on a ROC as stated for in the SOW, however; Canada reserves the right to order TAS as and when required, therefore; we make no commitment to having it included on the initial ROC.*

**QUESTION 29:**

- Q&R 11 stated It is entirely Canada's discretion whether SSMP, OMP, and/or RDMP identified in the Annex B will be ordered.
- Please confirm that access to the TAS is only available if Canada does order SSMP, OMP and/or RDMP.

**RESPONSE 29:**

*Canada reserves the right to order TAS as and when requested, even if we do not order SSMP, OMP and/or RDMP on a ROC.*

**QUESTION 30:**

- Annex B Pricing Tables, Tel-C1, 2, 3PBX Tabs, Tel-C1, 2, 3, 4, 5 DigTel Tabs, Tel-C1, 2, 3AnalogTel Tabs - Bidder are restricted to providing only 10 line items for their proposed solution (i.e. Part numbers, Description Qty etc.). Depending on the proposed solution, Bidders could be required to provide many more than 10 items to meet the requirements of the RFP as stated in the Statement of Work.
- We request the Crown to unlock the Ann B Pricing Tables to enable Bidders to provide as many lines within each of the tabs referenced above. Please confirm and provide the revised price tables.

**RESPONSE 30:**

*Canada will not unlock the Annex B as requested. The Annex B - Pricing Tables, has been updated with the issuance of amendment #006.*

**QUESTION 31:**

- Amendment 005 Q&A 16: Thank you for revising the Annex B- Pricing tables to allow multiple OEMs . Both Digital and Analogue phone sets can be provided by different OEMs, Annex B Pricing tables in the pricing discount section has room only for one OEM for all Digital and Analogue phone sets.
- Please adjust the price book to allow for multiple OEMs for each phone sets class.

**RESPONSE 31:**

*Canada will not make this level of change to the Annex B. The Annex B was however replaced in amendment #006 and it now includes sufficient cells to permit the vendor to make the required line entries for their bid response.*

Solicitation No. - N° de l'invitation

G9566-110064/A

Amd. No. - N° de la modif.

007

Buyer ID - Id de l'acheteur

015eo

Client Ref. No. - N° de réf. du client

G9566-110064

File No. - N° du dossier

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CCC No./N° CCC - FMS No/ N° VME

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**QUESTION 32:**

- Annex B Pricing Tables; Tel-C1 PBX Cell P28, Q28, R28, S28 for OMP-1 are pulling from the % of Unit Price Used to Calculate RDMP Total Firm Unit Monthly Rate, as stated on the Pricing Discounts tab. The same error occurs on the Tel-C2 PBX and Tel-C3 PBX Tabs. In the event the Crown would like an example we can forward a populated table.
- Please correct and re-issue the pricing tabs for bidders to populate.

**RESPONSE 32:**

*The Annex B - Pricing Tables, has been updated with the issuance of amendment #006 and it includes the corrections to the tabs to permit the bidders to populate the Annex B accordingly.*