



## REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION

Return Bids to: - Retourner les soumissions à :

Shared Services Canada/Services partagés Canada

See herein / Voir dans ce document

### Proposal to: Shared Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

### Proposition à: Services partagés Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Name and Address -  
Raison sociale et adresse du Fournisseur/de  
l'entrepreneur**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Telephone No. – No de téléphone**

(\_\_\_\_) \_\_\_\_\_

**Fax No. – No de télécopieur**

(\_\_\_\_) \_\_\_\_\_

***Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire***

**Name and title/Nom et titre**

**Signature**

**Date**

**Title – Sujet**

**Debt Management Call Centre (DMCC) Maintenance Services**

**Solicitation No. – No de l'invitation**

**2B0KB-13-1330**

**Date**

*August 14, 2013*

**Solicitation closes – L'invitation prend fin**

**On – le 2013-09-26**

**At – À 2:00 P.M.**

**Time zone – EDT**

**Fuseau Horaire – HSE**

**Contracting Authority – Autorité contractante**

**Address**

**E-mail address**

See herein / Voir dans ce document

**Telephone No. – No de téléphone**

613-562-6245

**Fax No. – No de télécopieur**

613-957-8511

**Destination - Destination**

See herein / Voir dans ce document

**THIS DOCUMENT CONTAINS A  
SECURITY REQUIREMENT.**

**LE PRÉSENT DOCUMENT  
COMPORTE UNE EXIGENCE EN  
MATIÈRE DE SÉCURITÉ.**



## REQUEST FOR PROPOSAL (RFP)

### NATIONAL SECURITY EXEMPTION

On May 28, 2012, the Government of Canada announced on the Government Electronic Tendering Service that it had invoked the National Security Exception under the trade agreements in respect of procurements related to email, networks and data centres for Shared Services Canada. As a result, this requirement is subject to the National Security Exception.

### SECTION 1

#### 1.1 REQUIREMENT

Shared Services Canada (SSC) requires a Contractor to provide maintenance and support services, on existing equipment, at the following sites, using a Genesys solution for call centre management, on behalf of the Canada Revenue Agency (CRA), for the Debt Management Call Centre and laboratory site at the following locations:

- a) Debt Management Call Centre (DMCC) (Production Environment) – 875 Heron Road that utilises an Avaya (Nortel) Meridian 1, Option 81C that has been upgraded to a CS1000M Multigroup Communication system; and
- b) Laboratory Environment – Connaught Building, 555 Mackenzie Avenue that utilises an Avaya (Nortel) Meridian 1, Option 61C PBX System.

The Contractor must:

- a) Provide SSC with Avaya support under the Partner Assurance Support Services (PASS) program in accordance with the statement of requirements (SOR);
- b) Upgrade the Laboratory Meridian 1 PBX system to release 7.5;
- c) Provide maintenance services for Avaya CS1000M Communications System, Avaya Meridian 1 PBX System, Genesys Solution, related equipment, and associated voice communications cabling at the DMCC and laboratory;
- d) Provide hardware and software maintenance including preventative maintenance, diagnostic and repair, and maintenance and service reporting;
- e) Provide technical support, on an as and when requested basis;
- f) Perform Moves, Adds, and Changes (MACs), on an as and when requested basis;
- g) Provide professional services, on an as and when requested basis;
- h) Hardware and software upgrades, on an as and when requested basis; and
- i) Provide replacement parts, on an as and when requested basis.

The Contract will be for a period of two (2) years.



The Contractor will also provide to SSC, four (4) irrevocable options to extend the period of the contract. Each option for extension will be for an additional one (1) year period.

SSC also reserves the right to add, remove, or modify items in the contract resulting from a change to current legislation, policy or program requirements.

The requirement is subject to a preference for Canadian goods and/or services.



## INSTRUCTIONS TO BIDDERS

### MANDATORY REQUIREMENTS

Wherever the words “shall”, “must”, “will” and “mandatory” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will not be considered further.

### GLOSSARY OF TERMS

TERM	DEFINITION
<b>ACD</b>	Automatic Call Distribution
<b>ACD MIS</b>	Automatic Call Distribution Management Information System
<b>BIX</b>	Building Industry Cross-Connect
<b>Business Hours</b>	Business hours are the hours of 7:00 to 23:00 Eastern Standard time, Monday to Friday.
<b>Client</b>	Under the Contract, the "Client" is Shared Services Canada (“SSC”), an organization with a mandate to provide shared services. This contract will be used by SSC to provide shared services to the Canada Revenue Agency (CRA)
<b>Contracting Authority</b>	The person responsible for the management of the Contract. Any changes to the Contract must be authorized in writing by the Contracting Authority.
<b>CRA</b>	Canada Revenue Agency
<b>Critical Alarm</b>	Any alarm condition which indicates any or all components of the system are completely non-functional and requires immediate correction.
<b>Day/ Month/Year</b>	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for purposes of evaluation.
<b>DMCC</b>	The Debt Management Call Centre located at 875 Heron Road in Ottawa.
<b>GC</b>	Government of Canada
<b>ISDN PRI</b>	Integrates Systems Digital Network Primary Rate Interface
<b>IVR</b>	Integrated Voice Response
<b>Laboratory</b>	The SSC telephony laboratory located at the Connaught building, 555 Mackenzie Avenue in Ottawa.
<b>MAC</b>	Moves, Adds, and Changes
<b>Major Alarm</b>	Any alarm condition which indicates that the provision of service is limited and requires correction within 4 hours.
<b>OEM</b>	Original Equipment Manufacturer



<b>Outside Business Hours</b>	Any hours outside those identified in Business Hours.
<b>PBX</b>	Private Branch Exchange
<b>PSTN</b>	Public Switched Telephone Network
<b>Should</b>	An action that is preferred but not mandatory.
<b>SOR</b>	Statement of Requirements
<b>SSC</b>	Shared Services Canada
<b>TDM</b>	Time-Division Multiplexing
<b>Technical Authority</b>	The person that manages the technology used in the telephone system and provides direction to the Telecom Officers.
<b>Telecom Officer</b>	On site resource that provides operational support of the telephone system.
<b>Telephone System</b>	All the equipment utilised to provide telephone services including the CS1000M Communications System, Call Centre Management System, Genesys Solution, and related equipment.
<b>UPS</b>	Uninterruptible Power Supply

## 2.2 REVISION OF DEPARTMENTAL NAME

Reference to the Minister of Public Works and Government Services or to Public Works and Government Services Canada contained in any term, condition or clause of this document shall be interpreted as a reference to the Minister of Shared Services Canada or the SSC, as the case may be with the exception of the following clauses:

- Standard Instructions, Clauses and Conditions; and
- Security Requirements.

## 2.3 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the Buy and Sell Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of this bid solicitation and accept the clauses and conditions of the resulting contract.



## **2.4 Standard Instructions - Goods or Services:**

The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation.

### **2.4.1 Standard Instructions, Clauses and Conditions**

Section 3 of the Standard Instructions – Goods and Services – Competitive Requirements 2003 is amended as follows: delete “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c.16”

### **2.4.2 Code of Conduct for Procurement**

The text under Subsection 4 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before Contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Form (Consent to a Criminal Record Verification form – PWGSC-TPSGC 229) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

The text under Subsection 5 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

### **2.4.3 Submission of Bids**

Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:

Delete: sixty (60) days

Insert: one hundred and eighty (180) days



## SECTION 1 COMMUNICATIONS – SOLICITATION PERIOD

To ensure the integrity of the competitive bid process, enquiries and other communications regarding the bid solicitation must be directed only to the Contracting Authority identified in the bid solicitation. Failure to comply with the request may result in the bid being declared non-responsive.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

All inquiries regarding the RFP must be submitted in writing to the Contracting Authority named below as early as possible within the solicitation period to allow sufficient time to provide a response. The following schedule applies to this RFP:

RFP 2B0KB-13-1330 released:	<i>August 15, 2013</i>
First deadline for questions on RFP: (at Noon EDT)	<i>September 3, 2013</i>
RFP Amendment (First Q&A) released no later than	<i>September 11, 2013</i>
RFP closing date:	<i>September 26, 2013</i>

To ensure consistency and quality of information provided to suppliers, the Contracting Authority will simultaneously distribute any information with respect to significant inquiries received and the replies to such inquiries without revealing the sources of the inquiries.

Meetings will not be held with individual Bidders prior to the closing date and time of this RFP.



## 1.1 CONTRACTING AUTHORITY

The Contracting Authority is:

NAME: *Andrea Totten*

ADDRESS: *555 Mackenzie Avenue, 2<sup>nd</sup> floor*

TELEPHONE NUMBER: *(613)562-6245*

FAX NUMBER: *(613)957-8511*

E-MAIL ADDRESS: *Andrea.Totten@ssc-spc.gc.ca*

## 1.2 AMENDMENTS TO BIDDER'S PROPOSAL

Notwithstanding the Rights of Canada, amendments to the Bidder's proposal will not be accepted after the RFP closing date and time.

## 1.3 APPLICABLE LAWS

- 1.3.1 Any resulting contract shall be interpreted and governed, and the relations between the Parties determined, by the local laws in force in *Ontario* and the Parties agree to submit to the exclusive jurisdiction of the courts thereof.
- 1.3.2 The Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.



## 1.4 SUBMISSION OF PROPOSALS

**1.4.1** When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

Bidders are to submit proposals to:

For submissions by mail, courier or drop-off:

Attention: Mike Catto  
Receiving Dock  
555 Mackenzie Avenue  
Ottawa, Ontario  
K1A 0L5

Telephone Number: (613) 562-6255  
Alternate Telephone Number: (613) 562-6245

**1.4.2** Bidders are hereby advised that the Bid Receiving Unit of SSC is open Monday to Friday inclusive, between the hours of 07:30 and 15:30, excluding Statutory Holidays.

**1.4.3** ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.



## SECTION 2 PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS

2.1.1 Bidders are encouraged to follow the response format and instructions detailed below:

- a) Use recycled paper and two-sided printing. Reduction in the size of documents will contribute to SSC's sustainable development initiatives and reduce waste;
- b) Use 8.5 inch x 11 inch (or equivalent metric dimensions) bond paper;
- c) Bidders must use a numbering system corresponding to that of the RFP and Statement of Requirement. All descriptive material, technical manuals or brochures referenced in the Bidder's proposal must be included; and
- d) Avoid the use of glossy and colour formats

2.1.2 Bidders are requested to prepare their proposal in three (3) separate parts as follows:

### **PART I TECHNICAL PROPOSAL**

The technical proposal should demonstrate the Bidder's understanding of the requirements of the Statement of Requirement at Appendix A and how the Bidder meets the mandatory and Technical criteria (if technical criteria are applicable) detailed in Appendix E-1. No financial information is to appear in the technical proposal.

The Bidder is requested to **submit 1 (one) original and 3 (three) copies** of its technical proposal and must submit **an electronic copy on CD or DVD** in a format that is compatible with MS Word.

### **PART II FINANCIAL PROPOSAL**

The Bidder shall provide prices for the services requested in the Statement of Requirement, using the format outlined in Appendix E-3, "Financial Proposal".

The Bidder shall submit an original of its financial proposal.

### **Exchange Rate Fluctuation**

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.



## **PART III CERTIFICATIONS**

The certifications contained in Appendix E-4, “Certifications required to be submitted at time of bid closing” must be provided by the Bidder, along with its proposal, by the bid closing date.

The Bidder shall submit the original of the completed Appendix E-4.

The certifications contained in Appendix E-5, “Certifications required to be submitted prior to Contract award” must be provided by the Bidder prior to award of the Contract.

When notified by the Contracting Authority, the Bidder shall submit the completed Appendix E-5, as specified by the Contracting Authority.

### **2.2 LIST OF PROPOSED SUBCONTRACTORS**

If the bid includes the use of subcontractors, the Bidder agrees, upon request from the Contracting Authority, to provide a list of all subcontractors including a description of the things to be purchased, a description of the work to be performed and the location of the performance of that work. The list should not include the purchase of off-the-shelf items, software and such standard articles and materials as are ordinarily produced by manufacturers in the normal course of business, or the provision of such incidental services as might ordinarily be subcontracted in performing the Work.

### **2.3 DEBRIEFING**

Following contract award, the Contracting Authority will notify all bidders of the successful bidder(s). If the Bidder has questions as to why its proposal was not selected, the Bidder may direct written inquiries to the Contracting Authority or may request a formal debriefing from the Contracting Authority. The Contracting Authority shall debrief the Bidder as to why it was not selected. The debriefing should be requested within a reasonable period of time after award.



## **SECTION 3 EVALUATION AND SELECTION**

### **3.1 GENERAL**

**3.1.1** Proposals will be evaluated in accordance with the evaluation criteria identified in Appendix E-1 and in conjunction with the Statement of Requirement (SOR). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

**3.1.2** Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders’ written proposal.

**3.1.3** Canada will evaluate the bid only on the documentation provided as part of the bid. References in a bid to additional information not submitted with the bid, such as website addresses where additional information can be found or technical manuals or brochures not submitted with the bid will not be considered in the evaluation of the bid.

**3.1.4** An evaluation team composed of representatives of Canada will evaluate the bids.

### **3.2 STEPS IN THE EVALUATION AND SELECTION PROCESS**

The selection process to determine the successful Bidder will be carried out as follows:

Step 1 – Evaluation against Mandatory Criteria

Step 2 – Evaluation of Financial Proposal

Step 3 – Selection

Step 4 – Conditions Precedent to Contract Entry

Step 5 – Contract Entry

In order to expedite the evaluation process, SSC reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should SSC elect to conduct Step 3 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory and rated sections until the completion of Steps 1 and 2. However, if the Contracting Authority is able to ascertain that a proposal is non-compliant by virtue of incomplete or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the proposal is not compliant and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Steps 1 and 2, despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3". The individual



performing the financial evaluation will be independent from the evaluation process and all information will be kept confidential.

### **3.2.1 Step 1 – Evaluation against Mandatory Criteria**

Proposals will be evaluated to determine if all the mandatory requirements detailed in Appendix A - Statement of Requirement, have been met. Only those proposals meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

At bid closing time the Bidder must comply with and provide the necessary documentation to support compliance with the Mandatory Criteria detailed in Appendix A - Statement of Requirement; and sign and submit Appendix E-4, "Certifications required to be submitted at time of bid closing".

### **3.2.2 Step 2 – Evaluation of Financial Proposals**

Only compliant proposals meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Prices submitted will be evaluated to determine the bid evaluation price as defined in Appendix E-3, "Financial Proposal".

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing and rates shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in quantities of the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.

Failure or refusal to provide a price or rate for any item in Appendix E-3, shall be considered as failing to meet a mandatory requirement of the RFP and therefore, the Bidder's proposal shall be given no further consideration.

### **3.2.3 Step 3 – Selection**

#### ***Basis of Selection - Mandatory Technical Criteria Only***

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be proceed to Step 5.



### **3.2.4 Step 4 - Conditions Precedent to Contract Entry**

The Bidder recommended for award of the Contract must meet the following provisions as pre-conditions of entry into contract:

#### **3.2.4.1 Financial Capability**

In order to confirm a bidder's financial capability to perform the subject requirement, Canada reserves the right to have access to current bidder financial information. If requested, the financial information to be provided shall include, but not be limited to, the Bidder's most recent audited financial statements or unaudited financial statements certified by the Bidders' Chief Financial Officer (CFO).

Should the Bidder provide the requested information to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as provided in the *Access to Information Act*, Section 20(1) (b) and (c).

If, as a result of evaluating the Bidder's capabilities it is determined that the Bidder does not have the financial capacity to fulfill the requirement, Canada reserves the right to declare the Bidder's proposal non-responsive. In that event, official notification shall be provided to the Bidder.

#### **3.2.4.2 Security Requirements – Canadian Contractors**

##### **Document Safeguarding and/or Production Capabilities – with Computer Systems**

The Contractor must, at all times during the performance of the Contract, Standing Offer or Supply Arrangement, maintain a valid Designated Organization Screening (DOS) issued by Public Works and Government Services Canada – Industrial Security Program.

2. The Contractor and/or its employees must **EACH** maintain a valid **RELIABILITY STATUS** issued by Public Works and Government Services Canada – Industrial Security Program. Unscreened personnel may be used, however, the personnel must be escorted at all times by an SSC resource with a valid **RELIABILITY STATUS**.
3. The Contractor and/or its employees **MUST NOT** remove any **PROTECTED** and/or **CLASSIFIED** information or assets from the identified work site(s).
4. The Contractor and/or its employees **MUST NOT** use its IT systems to electronically process, produce or store **PROTECTED** and/or **CLASSIFIED** information or data.
5. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of Shared Services Canada.



6. The Contractor and its employees must comply with the provisions of the:
  - a) Justice Canada – Security of Information Act (Latest Edition);
  - b) Industrial Security Manual (Latest Edition).

### **3.2.5 Step 5 – Contract Entry**

The successful Contractor must provide the following documentation within the stipulated timeframes as detailed herein.

#### **3.2.5.1 Insurance**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.



## SECTION 4 MODEL CONTRACT

### 4.1 REVISION OF DEPARTMENTAL NAME

Reference to the Minister of Public Works and Government Services Canada or to Public Works and Government Services Canada contained in any term, condition or clause of this contract shall be interpreted as a reference to the Minister of Shared Services Canada or Shared Services Canada, as the case may be, with the exception of the following clauses:

1. Standard Clauses and Conditions; and
2. Security Requirements.

### 4.2 GLOSSARY OF TERMS

TERM	DEFINITION
<b>ACD</b>	Automatic Call Distribution
<b>ACD MIS</b>	Automatic Call Distribution Management Information System
<b>BIX</b>	Building Industry Cross-Connect
<b>Business Hours</b>	Business hours are the hours of 7:00 to 23:00 Eastern Standard time, Monday to Friday.
<b>Client</b>	Under the Contract, the "Client" is Shared Services Canada ("SSC"), an organization with a mandate to provide shared services. This contract will be used by SSC to provide shared services to the Canada Revenue Agency (CRA)
<b>Contracting Authority</b>	The person responsible for the management of the Contract. Any changes to the Contract must be authorized in writing by the Contracting Authority.
<b>CRA</b>	Canada Revenue Agency
<b>Critical Alarm</b>	Any alarm condition which indicates any or all components of the system are completely non-functional and requires immediate correction.
<b>Day/ Month/Year</b>	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for purposes of evaluation.
<b>DMCC</b>	The Debt Management Call Centre located at 875 Heron Road in Ottawa.
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<b>Outside Business Hours</b>	Any hours outside those identified in Business Hours.
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<b>SOR</b>	Statement of Requirements
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<b>Technical Authority</b>	The person that manages the technology used in the telephone system and provides direction to the Telecom Officers.
<b>Telecom Officer</b>	On site resource that provides operational support of the telephone system.
<b>Telephone System</b>	All the equipment utilised to provide telephone services including the CS1000M Communications System, Call Centre Management System, Genesys Solution, and related equipment.
<b>UPS</b>	Uninterruptible Power Supply

### 4.3 DEPARTMENT OR AGENCY RESTRUCTURING

In cases where the Contracting Authority’s department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Minister may, by giving notice to the Contractor, designate another contracting authority for all or part of the Contract.

### 4.4 STANDARD CLAUSES AND CONDITIONS

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the Buy and Sell Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>.

#### 4.4.1 GENERAL CONDITIONS

2035 (2013-06-27), General Conditions - Services, apply to and form part of the Contract.

Section 02 titled “Standard Clauses and Conditions” is hereby amended to delete the phrase “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,”. The remainder of Section 02 remains unchanged.



Section 24 titled “Liability”, is deleted and replaced by Article 4.29, entitled “Liability of Canada for Personal Injury”, and Article 4.30, entitled “Limitation of Liability”, of this Contract.

#### 4.4.2 SUPPLEMENTAL GENERAL CONDITIONS

4001 (2013-01-28), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

4003 (2010-08-16), Supplemental General Conditions - Licensed Software, apply to and form part of the Contract.

4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software, apply to and form part of the Contract.

#### 4.5 PRIORITY OF DOCUMENTS

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the Articles of Agreement;
- b) the Supplemental General Conditions:
  - i. 4001 (2013-01-28) Supplemental General Conditions – Hardware Purchase, Lease and Maintenance;
  - ii. 4003 (2010-08-16) Supplemental General Conditions – Licensed Software; and
  - iii. 4004 (2013-04-25) Supplemental General Conditions – Maintenance and Support Services for Licensed Software.
- c) the General Conditions 2035 (2013-06-27) – Higher Complexity – Services;
- d) Appendix A, Statement of Requirement;
- e) Appendix **(TBD)**, Basis of Payment;
- f) Appendix **(TBD)**, Security Requirements Check List (if applicable);
- g) the signed Task Authorizations including all of its annexes, if any (if applicable);
- h) Request for Proposal No. 2B0KB-13-1330 dated **(insert date)** including any amendments thereto;
- i) the Contractor’s proposal dated **(insert date of bid)**, as amended **(insert date(s) of amendment(s) if applicable)**.



#### 4.6 REQUIREMENT

Shared Services Canada (SSC) requires a Contractor to provide maintenance and support services, on existing equipment, at the following sites, using a Genesys solution for call centre management, on behalf of the Canada Revenue Agency (CRA), for the Debt Management Call Centre and laboratory site at the following locations:

- a) Debt Management Call Centre (DMCC) (Production Environment) – 875 Heron Road that utilises an Avaya (Nortel) Meridian 1, Option 81C that has been upgraded to a CS1000M Multigroup Communication system; and
- b) Laboratory Environment – Connaught Building, 555 Mackenzie Avenue that utilises an Avaya (Nortel) Meridian 1, Option 61C PBX System.

The Contractor must:

- a) Provide SSC with Avaya support under the Partner Assurance Support Services (PASS) program in accordance with the statement of requirements (SOR);
- b) Upgrade the Laboratory Meridian 1 PBX system to release 7.5;
- c) Provide maintenance services for Avaya CS1000M Communications System, Avaya Meridian 1 PBX System, Genesys Solution, related equipment, and associated voice communications cabling at the DMCC and laboratory;
- d) Provide hardware and software maintenance including preventative maintenance, diagnostic and repair, and maintenance and service reporting;
- e) Provide technical support, on an as and when requested basis;
- f) Perform Moves, Adds, and Changes (MACs), on an as and when requested basis;
- g) Provide professional services, on an as and when requested basis;
- h) Hardware and software upgrades, on an as and when requested basis; and
- i) Provide replacement parts, on an as and when requested basis.

#### 4.7 PERIOD OF THE CONTRACT

The period of the Contract is for two (2) years from \_\_\_\_\_ to \_\_\_\_\_ inclusive. ***(to be inserted at Contract Award)***



#### **4.8 OPTIONAL REQUIREMENT**

The Contractor grants to Shared Services Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) –year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment herein.

Each of these options may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a Contract amendment.

The Contracting Authority may exercise any of these options at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### **4.9 OPTION TO ADD, REMOVE OR MODIFY PRODUCTS**

SSC reserves the right to add, remove, or modify items in the Contract resulting from a change to current legislation, policy or program requirements. This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a Contract amendment.

The Contracting Authority may exercise this option at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### **4.10 SAFEGUARDING ELECTRONIC MEDIA**

1. Before using electronic media on SSC's equipment or sending electronic media to, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify SSC if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
2. If magnetically recorded information of documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.



#### 4.11 TASK AUTHORIZATION (TA)

(a) **Purpose of a TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using a Task Authorization (“TA”).

(b) **Process of Issuing a TA:** If a requirement for a specific task is identified, a draft “statement of task” will be prepared by the Technical Authority and sent to the Contractor. Once it receives the “statement of task”, the Contractor must submit a quotation to the Contracting Authority detailing the cost and time to complete the task. The Contractor’s quotation must be based on the rates set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 10 working days of the request.

(c) **Approval Process:** If the Contracting Authority approves the Contractor’s task quotation, the Contracting Authority will issue the TA by forwarding a signed copy of the final TA form to both the Contractor and the Technical Authority. Whether or not to approve or issue a TA is entirely within the discretion of the Contracting Authority.

(d) **Contents of a TA:** A Task Authorization must contain the following information, if applicable:

- (i) a task number;
- (ii) the details of any financial coding to be used;
- (iii) the number of resources in each category required;
- (iv) a brief statement of work for the task outlining the activities to be performed and identifying any deliverables;
- (v) the interval during which the task is to be carried out (beginning and end dates);
- (vi) milestone dates for deliverables and payments (if applicable);
- (vii) the number of person-days of effort required;
- (viii) the specific work location;
- (ix) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price of a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of work by the individual resources to support the charges); and
- (x) any other constraints that might affect completion of this task.



(e) **Charges of Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the Task Authorization unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.

#### **4.12 DELIVERY**

Deliverables must be received by the SSC at the place and time specified in each order.

##### Delivery and Unloading

1. Delivery trucks must be equipped with an unloading device which will permit unloading at sites with no hydraulic, stationary or other type of unloading facility.
2. When making deliveries, sufficient personnel must be provided to permit unloading of any type of vehicle without the assistance of federal government personnel.
3. At some sites, the delivery truck must be unloaded while parked at the curb. When material is placed on the sidewalk, it must be placed in proximity to the designated entrance so as to be readily accessible to transport by mechanical handling equipment utilized by site personnel.

#### **4.13 ELECTRICAL EQUIPMENT**

All electrical equipment supplied under the Contract must be certified or approved for use in accordance with the Canadian Electrical Code, Part 1, before delivery, by a certification organization accredited by the Standards Council of Canada.

#### **4.14 INSPECTION AND ACCEPTANCE**

All deliverables under this Contract shall be subject to inspection and acceptance by SSC at destination as detailed in Appendix A - Statement of Requirement.

#### **4.15 LOSS OR DAMAGE**

Should magnetically recorded information and/or documentation become damaged or lost, including accidental erasure in the course of transit from the Contractor's site to the destination shown on page 1 of this Contract document, or while in the Contractor's care, it shall be replaced at the Contractor's expense.



#### **4.16 ACCESS TO FACILITIES AND EQUIPMENT**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply. If the Contractor's request for access is approved by Canada and arrangements are made to provide access to the Contractor, the Contractor, its subcontractors, agents and employees must comply with all the conditions applicable at the Work site and the terms as detailed in Appendix D - Access to Crown Property for Telecommunications Services. The Contractor must further ensure that the facilities and equipment are used solely for the performance of the Contract.

#### **4.17 IDENTIFICATION BADGE**

Any person assigned to the performance of any part of the Work that is performed on government premises must wear in a conspicuous place the identification badge issued to that person by Canada.

#### **4.18 SITE REGULATIONS**

The Contractor must comply with all rules, instructions and directives in force on the site where the Work is performed.

#### **4.19 APPLICABLE LAWS**

This Contract shall be interpreted and governed, and the relations between the Parties, determined by the local laws in force in *Ontario* and the Parties agree to submit to the exclusive jurisdiction of the courts thereof.

#### **4.20 BASIS OF PAYMENT**

The Basis of Payment will be reflected in the final award document.



#### 4.21 LIMITATION OF EXPENDITURE

1. Canada's total liability to the Contractor under the Contract must not exceed \$**XXXXXX.XX** (to be inserted at contract award). Customs duties are (*insert "included", "excluded" or "subject to exemption"*) and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - (a) when it is 75 percent committed, or
  - (b) four (4) months before the contract expiry date, or
  - (c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,  
whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

#### 4.22 TRAVEL AND LIVING EXPENSES

SSC will not reimburse the Contractor for any travel and living expenses.

#### 4.23 METHOD OF PAYMENT

##### 4.23.1 Maintenance

###### Quarterly Payment

Canada will pay the Contractor on a quarterly basis, in four equal payments for work performed during the quarter covered by the invoice in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada.



#### **4.23.2 Labour (in Support of Moves, Adds, and Changes (MACs))**

##### Task Authorizations

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work delivered has been accepted by Canada.

#### **4.23.3 Laboratory Upgrades**

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work delivered has been accepted by Canada.

#### **4.24 CONTRACT FOR WORK “AS AND WHEN REQUESTED”**

For all Work, the Contractor must perform the Work described in the Contract as and when requested by Canada during the period of the Contract. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract.

#### **4.25 INVOICING INSTRUCTIONS**

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions. The Contractor’s invoice must include a separate line item for each subparagraph in the Basis of Payment provision. By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by Subcontractors.



- (b) The Contractor must provide one (1) original and one (1) copy of all the invoices to the Technical Authority.
- (c) The Contractor must provide one (1) copy of all the invoices to the Contracting Authority.
- (d) Payment will only be made on receipt of a satisfactory invoice.
- (e) Invoices must be submitted on the Contractor's own invoice form in accordance with the section entitled "Invoice Submission" of 2035 (2013-06-27) General Conditions – Higher Complexity – Services and must also include, at minimum, the following:
  - a) Invoice Number;
  - b) Invoice date;
  - c) Invoice period;
  - d) Contract Number;
  - e) Item/reference number, deliverable and/or description of work i.e. PCO Meridian 1 PBX Maintenance (by location);
  - f) Contractor's Account Number for each SSC Account;
  - g) Name and address of the CONSIGNEE;
  - h) Previous Month Total Amount Due;
  - i) Payment Received;
  - j) Current Month Total Amount Due;
  - k) Other Charges and Credits, if applicable;
  - l) Amount invoiced (exclusive of the Goods and Services Tax [GST] or Harmonized Sales Tax [HST]) and the amount of GST or HST, shown separately, if applicable;
  - m) The Contractor's GST/HST registration number, if applicable;
  - n) Client Reference Number (CRN), if applicable; and
  - o) Procurement Business Number (PBN), if applicable.

#### **4.26 T1204 – GOVERNMENT SERVICE CONTRACT PAYMENTS**

**4.26.1** Pursuant to paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.), payments made by departments and agencies to contractors under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T1204 Government Service Contract Payments slip.



**4.26.2** To enable departments and agencies to comply with this requirement, the Contractor must provide the following information with its first invoice:

- a) the legal name of the Contractor, i.e. the legal name associated with its business number or Social Insurance Number (SIN), as well as its address and postal code;
- b) the status of the Contractor, i.e. an individual, a sole proprietorship, a corporation, or a partnership;
- c) the business number of the Contractor if the Contractor is a corporation or a partnership and the SIN if the Contractor is an individual or a sole proprietorship. In the case of a partnership, if the partnership does not have a business number, the partner who has signed the Contract must provide its SIN;
- d) in the case of a joint venture, the business number of all parties to the joint venture who have a business number or their SIN if they do not have a business number.

**4.26.3** If the information includes a SIN, the information should be provided in a separate envelope marked "PROTECTED" and attached to the invoice.

#### **4.27 PRICE PROTECTION**

The prices, including firm prices for the period of the Contract, and ceiling prices for the optional options, herein will be on a "Most Favoured Customer" basis. The Contractor shall set initial ceiling pricing and maintain prices at levels that are as low or lower than those charged any other customer for like services, and for quantities of similar or less scope. If such customer does not exist, the Contractor shall maintain prices at levels that reflect optimal market rates.

Canada reserves the right to conduct an independent audit of the Contractor's records to verify that it is receiving pricing at these levels.

If it is determined that lower prices have been charged to other customers for like services, the Contractor shall calculate the value of any overcharges from the date the prices became available to others. The Contractor shall credit Canada with the amount of such over billings on the invoice following the month in which the over billings have been detected and commence billing Canada at the lower prices.

#### **4.28 DISCRETIONARY AUDIT**

The following are subject to government audit before or after payment is made:

- a) The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
- b) The accuracy of the Contractor's time recording system.
- c) The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a



- single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is fair and reasonable based on the estimated amount of profit included in earlier price or rate certification(s).
- d) Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.
  - e) The Contractor's calculation of credits under the Contract.

If the audit demonstrates an error in the credit(s) or price after payment is made to the Contractor, the Contractor must, at the discretion of Canada, make repayment to Canada in the amount found to be in error (in the case of credits) or in excess of the lowest price or rate, in the case of the price certification, or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the credits or price certification is in error before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that, in regards to the price certification, if the Contract is still in effect at the time of the verification, the prices or rates will be lowered in accordance with the results of the audit.

Any payments made pending completion of the audit must be regarded as interim payments only and subject to the results of the said audit.

#### **4.29 LIABILITY OF CANADA FOR PERSONAL INJURY**

Except to the extent that Canada causes them, Canada is not responsible for any losses, claims, damages, or expenses relating to any injury, disease, illness, disability or death of the Contractor or any employee, agent or representative of the Contractor caused or alleged to be caused as a result of performing the Contract. The Contractor agrees not to make any such claims and to fully protect and indemnify Canada from any such claims made by third parties.

#### **4.30 LIMITATION OF LIABILITY**

- 1) Liability of Canada and the Contractor to Third Parties: Each Party to this Contract agrees it is responsible to any third party for injury or losses that the third party may suffer to the extent such Party to this Contract caused them, where the third party has a cause of action directly against that Party in respect of the injury or losses. The Parties agree that with respect to such third party claims against the Contractor, the Contractor shall be responsible for damages arising out of the injury or losses to the extent that it caused them, including those situations where Canada may be required to pay the damages



caused by the Contractor as a result of joint and several liability. With respect to third party claims where the third party does not have a cause of action directly against the Party causing the damage, this subsection 1 does not prevent or restrict in any way Canada's right to pursue and enforce any rights that it may have against the Contractor. In the event of any conflict between this subsection 1 and any other subsection of this clause, this subsection 1 shall prevail.

- 2) Extent of Contractor's Liability for Damages: Regardless of the basis on which Canada may be entitled to claim damages from the Contractor (whether in contract, tort or any other cause of action), the Contractor is liable to Canada only for the following:
- a) all damages and costs resulting from intellectual property right infringement as set out in this Contract;
  - b) all damages for physical injury, including death, caused by the Contractor, its employees, agents or subcontractors;
  - c) all direct damages for loss of or physical harm to tangible property and real property caused by the Contractor, its employees, agents or subcontractors;
  - d) all damages for breach of confidentiality;
  - e) all damages arising from claims for liens, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work-in-process or finished work furnished to, or in respect of which any payment has been made by, Canada, provided that this paragraph does not apply to claims of intellectual property infringement which claims are covered in paragraph 2. (a) above; and,
  - f) any other direct damages caused by the Contractor, its employees, agents or subcontractors in relation to this Contract, including but not limited to: re-procurement costs as defined below, and restoration of records to the extent that the Contractor fails to comply with subsection 4 below, up to an aggregate maximum for this paragraph 2. (f) of the greater of \$2 Million, or Contract Value.

However, if the Contract is primarily for the provision of maintenance services or for the license of software and the payments under the Contract are to be made on a recurring basis such as an annual or monthly fee, then the maximum aggregate amount for this paragraph 2. (f) shall be the greater of the total amount payable by Canada to the Contractor for the maintenance services or the license fees, or both, as the case may be, for the one year period prior to the event out of which the claim arose, or \$2 Million.



- 3) The Contractor shall not be liable to Canada for the following:
  - a) damages of third parties claimed against Canada except those referred to in paragraphs 2. (a), (b), (c), (d) or (e) above;
  - b) harm to Canada's records or data, except for the restoration set out in subsection 4 below, and subject to the limitation set out in paragraph 2. (f) above; or
  - c) special, indirect or consequential damages (other than the payments referred to in paragraph 2. (a) above, and the damages referred to in paragraph 2. (b) above), even if the Contractor is made aware of the potential for such damages, including lost profits and lost savings.
- 4) Canada is responsible for maintaining adequate backup of its records and data to enable their restoration if needed for any reason. If Canada's records or data are harmed by the Contractor's or a subcontractor's negligence or willful act, the Contractor is responsible for restoring Canada's records and data to the same state as in the last available backup copy.
- 5) For the purposes of this clause:
  - a) "Contract Value" shall mean the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost";
  - b) "reprocurement costs" shall mean all identifiable direct costs incurred by Canada to reprocure the Work with another contractor, including deinstallation and return of the Work to the Contractor, administrative costs of selecting another contractor or retendering all or part of the Contract, as applicable, and any increase in the price payable by Canada for the other Work having equivalent functionality, performance and quality; and
  - c) the term "Contract" shall apply to stand-alone contracts, and to each call-up, purchase order and other contractual document, irrespective of its title, issued under a Standing Offer or a Supply Arrangement



## 4.31 SECURITY REQUIREMENTS – CANADIAN CONTRACTORS

### 4.31.1 Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor must, at all times during the performance of the Contract, Standing Offer or Supply Arrangement, maintain a valid Designated Organization Screening (DOS) issued by Public Works and Government Services Canada – Industrial Security Program.
2. The Contractor and/or its employees must **EACH** maintain a valid **RELIABILITY STATUS** issued by Public Works and Government Services Canada – Industrial Security Program. Unscreened personnel may be used, however, the personnel must be escorted at all times by an SSC resource with a valid **RELIABILITY STATUS**.
3. The Contractor and/or its employees **MUST NOT** remove any **PROTECTED** and/or **CLASSIFIED** information or assets from the identified work site(s).
4. The Contractor and/or its employees **MUST NOT** use its IT systems to electronically process, produce or store **PROTECTED** and/or **CLASSIFIED** information or data.
5. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of Shared Services Canada.
6. The Contractor and its employees must comply with the provisions of the:
  - a) Justice Canada – Security of Information Act (Latest Edition);
  - b) Industrial Security Manual (Latest Edition).

## 4.32 HANDLING OF PERSONAL INFORMATION

The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.



#### **4.33 TRAINING AND FAMILIARIZATION OF CONTRACTOR PERSONNEL**

##### **4.33.1 Training of Contractor Personnel**

Any training required by a new or replacement resource will be the responsibility of the Contractor, including training the resource for newly implemented software. The Contractor will assume all associated costs, including training pertaining to familiarization during the start-up of the Contract and Contract period for staff replacements. Training of the resource during the start-up period must take place without a reduction in service level. Time spent on such training will not be billed to, nor paid by, SSC.

##### **4.33.2 Familiarization Period**

Prior to the completion of the Contract, it may be necessary for another resource to undertake a period of familiarization and training before the completion date. The Contractor will be required to familiarize the incoming resource according to the process described above or through the use of another approach negotiated with and acceptable to SSC.

#### **4.34 TRANSITION SERVICES AT END OF CONTRACT PERIOD**

If required, at SSC's discretion, the Contractor agrees that, in the period leading up to the end of the Contract Period and for up to one (1) year after the Contract expires, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier, should a different supplier be successful in obtaining the Contract. The Contractor agrees that there will be no charge for these services.

#### **4.35 TERMINATION FOR CONVENIENCE OF HARDWARE MAINTENANCE SERVICES**

Regardless of the Contract Period and despite the Termination for Convenience provisions contained in the General Conditions, Canada may terminate for convenience, at no cost to Canada, any hardware maintenance and support services being provided under the Contract. Canada will provide the Contractor 30 calendar days of advance written notice if it terminates the maintenance and support services for convenience and will be liable to the Contractor to pay only any unpaid maintenance and support charges that have accrued up to and including the date of termination.



#### 4.36 CONTRACTING AUTHORITY

**The Contracting Authority for the Contract will be provided at time of Contract award.**

NAME:

ADDRESS:

TELEPHONE NUMBER:

FAX NUMBER:

E-MAIL ADDRESS:

The Contracting Authority is responsible for the management of the Contract, and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

In cases where the Contracting Authority's department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Minister may, by giving notice to the Contractor, designate another contracting authority for all or part of the Contract.

#### 4.37 TECHNICAL AUTHORITY

**The Technical Authority for the Contract will be provided at time of Contract award.**

NAME:

ADDRESS:

TELEPHONE NUMBER:

FAX NUMBER:

E-MAIL ADDRESS:

The Technical Authority is the representative of the SSC for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.



All work carried out under this Contract is to be performed to the satisfaction of the Technical Authority or a designated representative in accordance with the terms and conditions of this Contract. Should the work or any portions thereof not be satisfactory, the Technical Authority reserve the right to reject it, in part or in its entirety, and to require its correction before recommending payment.

The Technical Authority will be responsible for:

- arranging for access to Crown facilities and equipment;
- review and inspection of all invoices submitted;
- inspection and acceptance of all work performed as detailed in this contract;
- defining any proposed changes to the scope of work.

#### **4.38 CONTRACTOR'S REPRESENTATIVE**

*Information to be inserted at contract award stage.*

NAME:

ADDRESS:

TELEPHONE NUMBER:

FAX NUMBER:

E-MAIL ADDRESS:

#### **4.39 CERTIFICATIONS**

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire contract period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.



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**APPENDIX A: STATEMENT OF REQUIREMENT**

**APPENDIX B: SECURITY REQUIREMENTS CHECK LIST (SRCL)**

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**APPENDIX A: STATEMENT OF REQUIREMENTS**

**APPENDIX A**  
**STATEMENT OF REQUIREMENTS**

for

**DEBT MANAGEMENT CALL CENTRE (DMCC)**  
**MAINTENANCE SERVICES**

for

**AVAYA CS1000M COMMUNICATIONS SYSTEM**  
**NORTEL MERIDIAN 1 PBX**  
**GENESYS SOLUTION**  
**AND RELATED EQUIPMENT**



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## 1. (H) Document Conventions

Each article in this document is prefaced with either an “(M)”, “(I)”, or a “(H)”. The significance of these annotations is as follows:

- a) “(M)” Identifies the article within this Statement of Requirements document as a mandatory requirement;
- b) “(I)” Identifies the article within this Statement of Requirements document as being provided for information only; and
- c) “(H)” Identifies the item as being a heading.

### 1.1. (I) Use of Terminology

The information and statements provided in this document, as well as the terminology used to identify and describe the requirements, contains the terminology that is used on a daily basis within SSC. The use of any terms which are specific to a particular Bidder’s services or product offerings is unintentional and in no way indicates any preference for a particular Bidder or for specific products.

### 1.2. (I) Glossary of Terms

In this Statement of Requirement (SOR), the following terms have the meanings as defined below. Any term not defined in below shall have the meaning ascribed to it as set out in Newton’s Telecom Dictionary<sup>1</sup>.

**ACD** – Automatic Call Distribution

**ACD MIS** – Automatic Call Distribution Management Information System. In the context of this SoR the term ACD MIS will refer to both Avaya Contact Centre Manager and the Genesys Solution as described in Section 2.

**BIX** – Building Industry Cross-connect

**Business Hours** – The hours of 7:00 to 23:00 Eastern Standard Time, Monday to Friday.

**Contracting Authority** - Responsible for the management of this Contract. Any changes to the Contract must be authorized in writing by the Contracting Authority

**CRA** – Canada Revenue Agency

**Critical Alarm** – any alarm condition which indicates any or all components of the system are completely non-functional and requires immediate correction

**DMCC** – Debt Management Call Center

**ISDN PRI** – Integrated Systems Digital Network Primary Rate Interface

**IVR** – Integrated Voice Response

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<sup>1</sup> Newton, Harry. *Newton’s Telecom Dictionary*. Flatiron Publishing, 2009



**Laboratory** – The SSC telecommunications laboratory located at the Connaught Building, 555 Mackenzie Avenue in Ottawa

**OEM** – Original Equipment Manufacturer

**TDM** – Time-Division Multiplexing

**Telephone System** – All of the equipment utilised to provide telephone services including the CS1000M Communications System, Call Pilot System, Contact Center Manager Server, Genesys Solution, and related equipment

**Major Alarm** – Any alarm condition which indicates that the provision of service is limited and requires correction within 4 hours

**MAC** – Moves, Adds, and Changes

**Out-Side Business Hours** – Any hours other those identified for Business Hours.

**PBX** – Private Branch Exchange

**PSTN** – Public Switched Telephone Network

**SOR** – Statement of Requirements

**SSC** – Shared Services Canada

**Telecom Officer** – On site resource that provides operational support of the Telephone System

**Technical Authority** – Manages the technology used in the Telephone System and provides direction for the Telecom Officers

**UPS** – Uninterruptible Power Supply.

### 1.3. (M) Bidder Response Tables

For the Bidder’s convenience, Bidder Response Tables have been included after each requirement. In all cases the Bidder is to use these tables to respond to this Statement of Requirements.

Two (2) types of Bidder Response Tables have been provided:

- a) Bidder Response Table Type 1 – require the Bidder to provide only a simple statement of compliance;
- b) Bidder Response Table Type 2 – require the Bidder to provide a statement of compliance and more detailed information in addition to the compliance statement; and

Samples of the Response Tables and a brief description of the information required are provided in Table 1—1 Bidder Response Table - Type 1, and Table 1—2 Bidder Response Table - Type 2.

BIDDER RESPONSE TABLE	
COMPLIANCE STATEMENT	<i>The Bidder must provide a statement of compliance in this area – either “compliant” or “non-compliant”.</i>



<b>BIDDER RESPONSE TABLE</b>	
	<i>Responses other than these will be deemed to be non-compliant.</i>

**TABLE 1—1 BIDDER RESPONSE TABLE - TYPE 1**

<b>BIDDER RESPONSE TABLE</b>	
<b>COMPLIANCE STATEMENT</b>	<i>The Bidder must provide a statement of compliance in this area – either “compliant” or “non-compliant”. Responses other than these will be deemed to be non-compliant.</i>
<b>COMPLIANCE SUBSTANTIATION</b>	SSC will identify the specific information required from the Bidder to substantiate its Compliance Statement. <i>In all cases the Bidder must provide a clear, concise narrative in this area which substantiates both its understanding of the requirement and their compliance.</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	<i>Where lengthy explanations or items of significance require expansion, the narrative may be complemented by the provision of additional information in an appendix to the Bidder’s response. Should the Bidder wish SSC to consider this information the Bidder must provide clear reference to the location of the applicable information provided.</i>

**TABLE 1—2 BIDDER RESPONSE TABLE - TYPE 2**



## 2. (I) Introduction

CRA's mission is to administer tax, benefits and related programs, and to ensure compliance on behalf of governments across Canada, thereby contributing to the ongoing economic and social well-being of Canadians.

CRA's Debt Management Call Centre (DMCC) is a sophisticated fully blended in-bound and out-bound call center facility located at 875 Heron Road in Ottawa, Ontario which provides critical Agency services in English and French. Since opening in 1997, the DMCC has grown to over three hundred and fifty (350) agent answering positions and spans two floors of the building which it occupies. In order to provide services spanning business hours in all Canadian time zones, the DMCC operates in multiple workforce shifts covering the hours of 7:00 to 23:00 Eastern Standard Time (EST). The DMCC handles in excess of six-million (6,000,000) calls per year; approximately four-million (4,000,000) out-bound and two-million (2,000,000) in-bound calls per year.

SSC is responsible for the DMCC Telephone System infrastructure and ensuring that the technology in place is supported and maintained adequately for CRA to meet their evolving business objectives.

Incoming calls are routed to an Interactive Voice Response (IVR) system which allows the caller to identify the nature of their call. Based upon the selection made by the caller, the call is then automatically routed to the appropriate ACD queue. When a CRA Agent with the appropriate skills becomes available to answer the call, the Agent's desktop is provided the information corresponding with the caller and the call is routed to the Agent. The desktop application has been custom designed by CRA for the DMCC and CRA maintains it.

Out-bound calls are originated by an automated out-bound dialler. Call campaigns are prepared by CRA and are uploaded to the dialler for execution.

A laboratory environment has been established to allow SSC technical staff to support the applications and technology deployed at the DMCC. This laboratory environment is similar to the DMCC production environment but on a much smaller scale and is located at a separate site within the Connaught building located at 555 Mackenzie Avenue, Ottawa, Ontario.

The DMCC services are mission critical to the CRA and the stability and availability of the Telephone System are of utmost importance to the Agency.



## 2.1. (I) DMCC Production Environment

The DMCC utilises the following equipment:

- an Avaya (Nortel) Meridian 1, Option 81C that has been upgraded to a CS1000M Multigroup Communications System comprised of:
  - an in-shelf CS1000M Call Controller;
  - TDM voice switching equipment;
  - analog and digital telephone sets;
  - the CS1000M system is configured with:
    - Nortel Call Pilot voice mail;
    - Automatic Call Distribution (ACD);
    - Avaya (Nortel) Contact Centre Manager Server (CCMS);
    - in-queue messaging (MIRAN);
- Genesys Solution for call centre management. The following components comprise the Genesys Solution and are deployed and licensed in High Availability.
  - Management Framework
    - Local Control Agent (LCA)
    - Solution Control Server (SCS)
    - Message Server (MS)
    - Configuration Server (Config Server)
    - Data Base Servers (DBServers)
    - Simple Network Management Protocol Agent (SNMP Agent)
    - License Manager (FlexLM)
  - TServer, Stat Server, Universal Routing Server (URS)
    - Session Initiation Protocol Server (SIP Server)
    - Telecom Server (TServer)
    - IVR Servers (TServer IVR/I-Server pair)
    - Statistics Server (Stat Server)
    - Universal Routing Server (URS)
  - Outbound Contact Server
    - Outbound Contact Server (OCS)
    - Call Progress Detection Server (CPD Server)
  - Genesys Voice Platform
    - Resource Manager
    - Media Control Platform
    - Reporting Server
    - CTI Connector



- PSTN Connector
- Reporting
  - DataSourceer
  - DataMart

The CS1000M is provided electrical power by a battery string and an AC rectifier. The Genesys Solution, Avaya Call Pilot, and Avaya Contact Center Manager Server are provided electrical power by a UPS supplied and maintained by SSC. SSC has provided and maintains all server hardware. All equipment is located the 7<sup>th</sup> floor Telecom Room; a dedicated room with controlled access.

Voice communications cabling runs from the CS1000M to the Main Distribution Frame (MDF) in the Telecom Room. This cabling is then cross-connected to:

- a) copper riser cabling which terminates in the two (2) telecom closets on the 6<sup>th</sup> floor; and
- b) horizontal copper tie cabling which terminates in the two (2) telecom closets on the 7<sup>th</sup> floor.

Telecom closet cabling is then cross-connected to zone consolidation points which are in turn cross connected to the User workstations. All cable used is a minimum of Category 3 unshielded-twisted-pair (UTP) and all cross-connects are made using BIX connectors.

The various CS1000M elements, the Genesys Solution elements, and associated equipment is interconnected using Ethernet cabling supplied and maintained by SSC.

Telecom Officers, administer the Telephone System and perform simple Moves, Adds, and Changes (MACs). Contractors perform more complex or larger MACs as well as Adds requiring the addition of trunks, system hardware, or voice communications cabling.

Installation and maintenance of the Ethernet cabling interconnecting the various elements is provided by SSC under separate contractual arrangements. Maintenance of the CS1000M Communications Server, the Genesys Solution, and related equipment is currently being provided by a Contractor under a service contract.

## **2.2. (I) Laboratory Environment**

The laboratory utilises the following equipment:

- an Avaya (Nortel) Meridian 1, Option 61C PBX System comprised of:
  - TDM voice switching equipment;
  - analog and digital telephone sets;
  - the Meridian 1 PBX system is configured with:
    - Automatic Call Distribution (ACD);
    - Avaya (Nortel) Contact Centre Manager Server (CCMS);



- in-queue messaging (MIRAN);
- Genesys Solution for call centre management. The following Genesys components are deployed and licensed:
  - Management Framework
    - Local Control Agent (LCA)
    - Solution Control Server (SCS)
    - Message Server (MS)
    - CConfiguration Server (Config Server)
    - Data Base Servers (DBServers)
    - Simple Network Management Protocol Agent (SNMP Agent)
    - License Manager (FlexLM)
  - TServer, Stat Server, URS
    - Session Initiation Protocol Server (SIP Server)
    - Telecom Server (TServer)
    - IVR Servers (TServer IVR/I-Server pair)
    - Statistics Server (Stat Server)
    - Universal Routing Server (URS)
  - Outbound Contact Server
    - Outbound Contact Server (OCS)
    - Call Progress Detection Server (CPD Server)
  - Genesys Voice Platform
    - Resource Manager
    - Media Control Platform
    - Reporting Server
    - CTI Connector
    - PSTN Connector
  - Reporting
    - DataSourcer
    - DataMart

All equipment is located the Laboratory Room; a dedicated room with controlled access. The Meridian 1 PBX is powered by an AC rectifier which is connected to the Laboratory UPS. The Genesys equipment is powered by the same Laboratory UPS. The Laboratory UPS is supplied and maintained by SSC.

Voice communications cabling is run from the Meridian 1 to a BIX panel to which the testing telephone sets are cross-connected. All cable used is a minimum of Category 3 and all cross-connects are made using BIX connectors.



The various Meridian 1 PBX elements, the Genesys Solution elements, and associated equipment is interconnected using Ethernet cabling provided and maintained by SSC. The Technical Authority administers the Telephone System and performs simple Moves, Adds, and Changes (MACs). Contractors perform more complex or larger MACs as well as Adds requiring the addition of trunks, system hardware, or voice communications cabling. Installation and maintenance of the Ethernet cabling interconnecting the various elements is provided by SSC under separate contractual arrangements. Maintenance of the Meridian 1 PBX, the Genesys Solution, and related equipment is currently being provided by a Contractor under a service contract.



### 3. (H) General Maintenance Service Requirements

#### 3.1. (M) Avaya Partner Assurance Support Services

The Contractor must be an authorised Avaya Business Partner and must be able to provide SSC with Avaya support under the Avaya Partner Assurance Support Services (PASS) program. Specifically, utilizing the Avaya PASS program the Contractor will provide SSC with:

- a) replacement hardware;
- b) Tier 3 manufacturer support;
- c) technical assistance;
- d) software updates;
- e) maintenance patches and releases; and
- f) system upgrades.

<b>BIDDER RESPONSE TABLE</b>	<b>3.1(M) Avaya Partner Assurance Support Services</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

##### 3.1.1. (M) Laboratory Upgrade

In order for the Laboratory Meridian 1 PBX system to qualify for the Avaya PASS program the Contractor must upgrade the existing Laboratory system to release 7.5. This upgrade will be scheduled with the Technical Authority and must commence within 60 days of contract award.

<b>BIDDER RESPONSE TABLE</b>	<b>3.1.1 (M) Laboratory Upgrade</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 3.2. (M) Maintenance Services Required

SSC requires a Contractor to provide Maintenance Services for Avaya CS1000M Communications System, Avaya Meridian 1 PBX System, Genesys Solution, related equipment, and associated voice communications cabling at:

- a) DMCC (Production Environment):
  - 875 Heron Road,  
Ottawa, ON.;
- b) Laboratory:
  - 555 Mackenzie Avenue,  
Ottawa, ON.

The scope of the services required includes:



- a) Hardware and Software Maintenance
  - i. Preventative Maintenance;
  - ii. Diagnostic and Repair; and
  - iii. Maintenance and Service Reporting.
- b) Technical Support;
- c) MACs;
- d) Professional Services;
- e) Hardware and Software Upgrades; and
- f) Replacement Parts as may be required.

<b>BIDDER RESPONSE TABLE 3.2 (M) Maintenance Services Required</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### **3.3. (M) DMCC Equipment To Be Maintained**

The Contractor must provide maintenance services for the following equipment (hereafter referred to as the DMCC Telephone System) installed at the DMCC:

- a) Avaya CS1000M Communications System including all circuit cards and assemblies;
- b) Related equipment:
  - i. Voice Mail – Avaya Call Pilot Voice Messaging systems;
  - ii. Voice Messaging – MIRAN card used to provide ACD messaging and music on hold;
  - iii. PBX Batteries and Rectifier;
  - iv. Avaya (Nortel) Contact Centre Manager Server (CCMS);
- c) Voice Telecommunications Cabling and PBX related equipment cabling; and
- d) Genesys Solution.
- e)

A detailed equipment inventory for the DMCC is provided in Annex A, DMCC Site Configuration Details.

<b>BIDDER RESPONSE TABLE 3.3 (M) DMCC Equipment To Be Maintained</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### 3.4. (M) Laboratory Equipment To Be Maintained

The Contractor must provide maintenance services for the following equipment (hereafter referred to as the Laboratory Telephone System) installed in the SSC Laboratory:

- a) Avaya Meridian 1, option 61C PBX system including all circuit cards and assemblies;
- b) Related equipment:
  - i. Voice Messaging – MIRAN card used to provide ACD messaging and music on hold;
  - ii. Rectifier;
  - iii. Avaya (Nortel) Contact Centre Manager Server (CCMS);
- c) Voice Telecommunications Cabling and PBX related equipment cabling; and
- d) Genesys Solution.

A detailed equipment inventory for the Laboratory is provided in Annex B, Laboratory Configuration Details.

<b>BIDDER RESPONSE TABLE</b>	<b>3.4 (M) Laboratory Equipment to be Maintained</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 3.5. (M) Replacement Parts

In the event of a hardware failure the Contractor will supply new replacement parts. In the event that a new replacement part is not available the Contractor must notify the Telecom Officer and with SSC's knowledge and approval must only supply manufacturer refurbished replacement parts.

Any replacement parts provided by the Contractor, either new or refurbished, must provide a minimum of the same functionality as the original part.

<b>BIDDER RESPONSE TABLE</b>	<b>3.5 (M) Replacement Parts</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 3.6. (M) Telephone Network Services

SSC will acquire PSTN and other network services from Service Providers under separate arrangements. The Contractor must work with SSC's Service Providers as required to connect the telephone network services to the Telephone System. In the event that the Contractor isolates the cause of the service disruption to the SSC provided network services, the Contractor must co-ordinate and actively participate in problem correction activities with SSC's network service providers.



Telephone network services could include, but are not limited to services such as PSTN access services, long distance services, and tie trunks.

<b>BIDDER RESPONSE TABLE</b>	<b>3.6 (M) Telephone Network Services</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**3.6.1. (M) PSTN Call Routing**

The Contractor must proactively modify the programming of the Telephone System prior to the introduction of PSTN changes such as:

- a) new Area Codes;
- b) new Office Codes (NXX); and
- c) new PSTN dialling plans.

<b>BIDDER RESPONSE TABLE</b>	<b>3.6.1 (M) PSTN Call Routing</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**3.6.2. (M) Daylight Savings Time Changes**

If the equipment does not automatically adjust the system time to and from daylight savings, the Contractor must manually update the time on the CS1000M Communications System, the Meridian 1 PBX system, the Genesys Solution, and any related equipment.

<b>BIDDER RESPONSE TABLE</b>	<b>3.6.2 (M) Daylight Savings Time Changes</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**3.7. (M) Scheduled System Shutdowns**

The Contractor must, at SSC's request, travel to site and power down the Telephone System to allow building work to be conducted. When the building work is completed, the Contractor must power-up the Telephone System and ensure that it is fully functional and error free. All Scheduled System Shutdowns will be requested through a formal MAC request.

<b>BIDDER RESPONSE TABLE</b>	<b>3.7 (M) Scheduled System Shutdowns</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### 3.8. (M) Testing

The Contractor must perform the necessary testing to verify that work, including both MACs and repairs, are successfully implemented. As a minimum the Contractor must place test calls to verify the Telephone System is operating correctly. Any work performed by the Contractor is not complete until it has been performed to the satisfaction of the Telecom Officer and/or the Technical Authority.

<b>BIDDER RESPONSE TABLE 3.8 (M) Testing</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 3.9. (M) Technical and Application Support

The Contractor must provide the Technical Authority with technical support for the products maintained under this contract. This technical support will include the answering of any verbal or written questions that SSC may have regarding the operation, configuration, and utilisation of the equipment and systems deployed.

<b>BIDDER RESPONSE TABLE 3.9 (M) Technical and Application Support</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 4. (H) Maintenance

### 4.1. (M) Preventative Maintenance Inspections

The objectives of Preventative Maintenance Inspections are to:

- a) identify and correct any existing, but as of yet, undetected deficiencies;
- b) proactively identify and correct any deteriorating conditions which may cause future system or equipment failure or loss of service; and
- c) identify opportunities to improve or enhance the telephone services provided.
- d)

The Contractor must perform two types of Preventative Maintenance Inspections for the equipment identified within this document at both the DMCC and the Laboratory; Monthly Maintenance Inspections and Semi-Annual Maintenance Inspections. The maintenance inspections must occur at both sites during the same week of the month. The Preventative Maintenance Inspection Schedule is provided in Table 4—1 Preventative Maintenance Inspection.

CONTRACT PERIOD MONTH	INSPECTION TYPE
January	Monthly
February	Monthly
March	Monthly
April	Semi-Annual
May	Monthly
June	Monthly
July	Monthly
August	Monthly
September	Monthly
October	Semi-Annual
November	Monthly
December	Monthly

**TABLE 4—1 PREVENTATIVE MAINTENANCE INSPECTION SCHEDULE**

<b>BIDDER RESPONSE TABLE</b>	<b>4.1 Preventative Maintenance Inspections</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



#### **4.1.1. (M) Monthly Preventative Maintenance Inspections**

The Contractor must perform a monthly on-site preventative maintenance inspection of the equipment identified within this document at both the DMCC and Laboratory.

The semi-annual maintenance inspections must be performed at times agreeable to the Telecom Officer at the DMCC and the Technical Authority at the Laboratory to ensure that no disruptions to operations occur.

The Contractor must perform a minimum of the following tasks when conducting Monthly Preventative Maintenance Inspections:

- a) CS1000M Communications System or Meridian 1, Option 61 PBX System
  - i. access the system and verify that the system is operating error free by reviewing system logs, error messages, and warnings to identify any existing errors, error trends, or intermittent errors;
  - ii. verify that it is possible to remotely access the PBX system;
  - iii. visually inspect the batteries for proper fluid levels, indications of battery swelling, and indications of battery leaks;
  - iv. verify that all battery connections are tight and corrosion free;
  - v. clean the tape heads of any tape drive; and
  - vi. create two (2) system data backups for the CS1000M Communications. System data backups must be clearly labelled with the site name, and with the date and time the backup was created. One (1) copy of the backup must be left on site and the second copy must be brought to the Contractor's Office and stored in a secure location.
  
- b) Call Pilot Voice Mail System:
  - i. access the Voice Mail system and verify that the system is operating error free by reviewing system logs, error messages and warnings to identify any trends or intermittent failures;
  - ii. identify disk storage utilised as a percentage;
  - iii. access each port to ensure that it is operating correctly;
  - iv. create two (2) system configuration data backups for the Call Pilot system – subscriber messages are not be backed up. System configuration data backups must be clearly labelled with the site name, and with the date and time the backup was created. One (1) copy of the backup must be left on site and the second copy must be brought to the Contractor's Office and stored in a secure location.



- c) Contact Centre Manager Server:
  - i. access the Contact Centre Manager Server and verify that the system is operating error free by reviewing system logs, error messages and warnings to identify any trends or intermittent failures;
  
- d) Genesys Solution:
  - i. Check the Alarm History in Solution Control Interface (SCI) for any alarms (**NOTE:** Alarms are classified under the following categories; Critical, Major and Minor); and
  - ii. Check the Centralized log in Solution Control Interface (SCI) for any errors, warnings or issues.

Any service affecting deficiencies that are discovered must be immediately communicated to the Telecom Officer and rectified by the Contractor.

<b>BIDDER RESPONSE TABLE</b>	<b>4.1.1 (M) Monthly Maintenance Inspections</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### **4.1.2. (M) Monthly Preventative Maintenance Inspection Reports**

The Contractor must provide Monthly Maintenance Inspection Reports for each the DMCC and the Laboratory sites using the form provided by SSC in Annex C - Monthly Maintenance Inspection Form. Monthly Preventative Maintenance Inspection Reports must be submitted to the Telecom Officer and the Technical Authority within one (1) week of completion of the inspection.

<b>BIDDER RESPONSE TABLE</b>	<b>4.1.2 (M) Monthly Preventative Maintenance Inspection Reports</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### **4.1.3. (M) Semi-Annual Preventative Maintenance Inspections**

The Contractor must perform two (2) thorough on-site Preventative Maintenance inspections of the SSC Telephone System at both the DMCC and Laboratory during each year of the Contract Period. These Semi-Annual Maintenance Inspections will replace the Monthly Maintenance Inspection for that month. The semi-annual maintenance inspections must be performed at times agreeable to the Telecom Officer at the DMCC and the Technical Authority at the Laboratory to ensure that no disruptions to operations occur.



The Contractor must perform a minimum of the following tasks when conducting Semi-Annual Preventative Maintenance Inspections:

- a) CS1000M Communications System or Meridian 1, Option 61 PBX System
  - i. perform all of the tasks identified above in article 4.1.1, (M) Monthly Preventative Maintenance Inspections.
  - ii. verify that each trunk (PSTN access or other network access) is functional;
  - iii. rectifier and battery checks:
    - A. measure all battery voltage levels and record results;
    - B. record the battery charge current;
    - C. record the *float* and *high-rate* voltage setting; and
    - D. verify battery charging and that rectifiers are functioning.
    - E. verify the battery capacity is a minimum of 85% of the maximum;
    - F. perform a battery load test by turning off the commercial AC power and ensure that the PBX continues to function correctly without interruption (can only be performed after hours);
    - G. perform a security audit of the PBX and related systems as identified in 7.3 (M) System Security Audit.
- b) Voice Mail System:
  - i. perform all of the tasks identified above in 4.1.1, (M) Monthly Preventative Maintenance Inspections;
- c) Contact Center Manager Server:
  - i. perform all of the tasks identified above in 4.1.1, (M) Monthly Preventative Maintenance Inspections
- d) Genesys Solution:
  - i. Check the log files for all Genesys applications for any errors, warnings or signs of system degradation.

<b>BIDDER RESPONSE TABLE 4.1.3 (M) Semi-Annual Preventative Maintenance Inspections</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**4.1.4. (M) Semi-Annual Preventative Maintenance Inspection Reports**

The Contractor must provide Semi-Annual Preventative Maintenance Inspection Reports for the DMCC and the Laboratory sites using the form provided by SSC in Annex D - Semi-Annual Maintenance Inspection Form. Semi-Annual Preventative Maintenance Inspection Reports must be submitted to the Telecom Officer and the Technical Authority within one (1) week of completion of the inspection.



<b>BIDDER RESPONSE TABLE</b>	<b>4.1.4 (M) Semi-Annual Preventative Maintenance Inspection Reports</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**4.1.5. (M) Remote Monitoring**

The Contractor must provide remote monitoring of the PBX systems. The Contractor must supply monitoring equipment at their expense.

<b>BIDDER RESPONSE TABLE</b>	<b>4.1.5 (M) Remote Monitoring</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**4.1.6. (M) Monitored Events**

The Contractor must remotely monitor the PBX systems for Critical, Major, and Minor alarms. Alarms detected must be responded to as identified in Table 4—2 Outage Categories and Response Times.

<b>BIDDER RESPONSE TABLE</b>	<b>4.1.6 (M) Monitored Events</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**4.2. (M) Diagnostic and Repair Services**

The Contractor must diagnose and repair SSC reported problems associated with the systems and equipment identified within this SOR. The Contractor must determine the root cause of the problem, correct the problem, and test to verify that the problem has been corrected.

Should the Contractor determine that the root cause of the problem resides within SSC provided hardware the Contractor must report this situation to the Telecom Officer along with the facts which support that determination.

In the event that the Contractor determines that the problem resides within the network facilities contracted by SSC the Contractor will lead the problem resolution as described in 3.6 (M) Telephone Network Services.

The Contractor must provide maintenance services, as described within this SOR, for the following equipment:

- a) Avaya CS1000M Communications System;
- b) Avaya Meridian 1, Option 61c PBX System;
- c) Avaya Call Pilot Voice Mail;
- d) battery strings and rectifiers used to power the Avaya CS1000M Communications System and the Meridian 1 PBX system;



- e) Avaya Contact Centre Manager Server;
- f) Genesys Solution Elements; and
- g) Voice communications cabling.

<b>BIDDER RESPONSE TABLE 4.2 (M) Diagnostic and Repair Services</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**4.2.1. (M) Response and Restoration Times**

The response and restoration times identified apply individually to the DMCC Telephone System and to the Laboratory Telephone System.

The Contractor must respond to reported service disruptions with an Initial Response and, if required, an On-Site Response. The Initial Response will serve as an acknowledgment and acceptance of the reported service disruption. The Contractor will immediately begin diagnostic and repair and services when this Initial Response is provided to the Telecom Officer.

In the event that the Contractor cannot resolve the problem and restore service remotely from their diagnostic centre, the Contractor must provide an On-Site Response by dispatching a Technician to the DMCC site. Upon arrival on-site, the Technician must continue the diagnostic and repair activities and remain working on-site until the problem is resolved and the service restored unless the problem cannot be resolved by the Technician due to circumstances beyond their control. In such a situation, before the Technician leaves the site, the Contractor must develop a problem resolution plan clearly identifying any actions required to be performed by the Contractor and by SSC as well as the associated time lines. The Contractor must present the problem resolution plan to the Telecom Officer for approval.

The Contractor must respond to service disruptions as classified within the following table.

<b>Outage Category</b>	<b>Description</b>	<b>Initial Response Time</b>	<b>Service Restoration Time</b>
Category 1	a) the loss of telephone and/or voice mail services affecting 10 or more ACD Agents or Users; or b) Total ACD or ACD MIS failure;	30 minutes <sup>1</sup>	2 hours <sup>1</sup>



Outage Category	Description	Initial Response Time	Service Restoration Time
	or c) The loss of 26% or more of the PSTN access capability; d) The loss of dialling capability; e) The loss of IVR service; f) The loss of real-time or historical ACD information; or g) Critical alarms of any element of the solution.		
Category 2	a) the loss of telephone and/or voice mail services affecting less than 10 ACD Agents or Users; or b) the loss of service to a supervisor or manager; or c) the loss of 25% or more of the messaging capability; d) the loss of 15% or more of outbound dialling capability; e) the loss of 8% to 25% of PSTN access capability; or f) Major alarms of any element of the solution.	1 hour <sup>1</sup>	4 hours <sup>1</sup>
Category 3	a) any other service disruption not identified in Categories 1 and 2; or b) Minor alarms of any element of the solution	4 hours <sup>2</sup>	8 hours <sup>2</sup>

**TABLE 4—2 OUTAGE CATEGORIES AND RESPONSE TIMES**

Notes:

- <sup>1</sup> – Applies to disruptions reported any time of the day (local time), any day of the year. The Contractor is required to work continuously from the time of initial response until the problem is resolved.
- <sup>2</sup> –Applies to disruptions reported Monday through Friday 7 a.m. to 11 p.m. (local time). Disruptions reported to the Contractor after 11 p.m. will be treated as having been received at the start of the following business day.

<b>BIDDER RESPONSE TABLE</b>	<b>0</b>
<b>(M)</b>	<b>Response and Restoration Times</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



<b>BIDDER RESPONSE TABLE</b>		<b>0</b>
<b>(M)</b>	<b>Response and Restoration Times</b>	
<b>COMPLIANCE SUBSTANTIATION</b>		
<i>The Contractor must explain how it intends to meet the on-site response times identified in 0,</i>		
<b>(M)</b>	<i>Response and Restoration Time, for both the DMCC and Laboratory Telephone System and include the location of, and the number of, Technicians which will be available to support each site.</i>	
<i>Bidder Response</i>		
<b>REFERENCE TO ADDITIONAL INFORMATION</b>		
<i>Bidder Response</i>		

### 4.3. (M) Notification of Contractor Discovered Problems

In the event the Contractor discovers that the Telephone System has a fault, the Contractor will immediately notify the Telecom Officer first by telephone and then with a follow-up e-mail specifying the nature of the problem, the time it was discovered, and the current problem resolution status.

<b>BIDDER RESPONSE TABLE</b>	<b>4.3 (M) Notification of Contractor Discovered Problem</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 5. (M) Moves, Adds, and Changes

Moves, Adds, and Changes (MACs) encompass the day-to-day activities in support of relocating, adding Users, or changing User's parameters. The Telecom Officers may continue to perform minor MACs or will initiate requests for the Contractor to perform MACs that do not require additional hardware beyond telephone sets. All other MAC requests will be initiated by the Technical Authority.

Any MACs performed by the Contractor must be performed end-to-end by accessing the required systems; i.e. CS1000M Communications System, Meridian 1 PBX system, Genesys Solution, cabling changes, or changes to any related equipment.

Unless specifically requested by SSC, all MACs must be performed during the hours of 7 a.m. to 11 p.m. local time, Monday to Friday. SSC may, at their discretion, choose not to implement any changes or may choose to:

- a) implement changes between the hours of 11 p.m. to 7 a.m. Monday to Friday;
- b) implement changes at any time during the weekend

<b>BIDDER RESPONSE TABLE</b>	<b>5 (M) Moves, Adds, and Changes</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 5.1. (M) Move

Move refers to the relocation of an existing telephone device, or other User equipment. The Contractor must perform the tasks required to complete the requested Move including but not limited to of any/all of the following tasks:

- a) perform any programming changes in the Telephone System as may be required to complete the requested action;
- b) perform any cabling changes required; and
- c) update any configuration or cabling records.

<b>BIDDER RESPONSE TABLE</b>	<b>5.1 (M) Move</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### 5.2. (M) Add

Add refers to the installation of a new User, ACD Queue, ACD Group, ACD Agent, PSTN interface, or other item. The Contractor must perform the tasks required to complete the Add including, but not limited to, any/all of the following tasks:

- a) perform any programming and configuration changes in the Telephone System to perform the requested action;
- b) provide any additional hardware, software, licensing, or cabling required;
- c) install and configure any hardware, software, or cabling required; and
- d) update any configuration or cabling records.

<b>BIDDER RESPONSE TABLE</b>	<b>5.2 (M) Change</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 5.3. (M) Change

Change refers to the modification of the parameters or configuration of the Telephone System. The Contractor must perform the tasks required to complete the Add including, but not limited to, any/all of the following tasks:

- a) perform any programming and configuration changes in the Telephone System to perform the requested action;
- b) perform any cabling changes; and
- c) update any configuration or cabling records.

<b>BIDDER RESPONSE TABLE</b>	<b>5.3 (M) Change</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 5.4. (M) MAC Timeframes

The Contractor must perform the tasks required to complete the MAC within 2 business days of receiving the request unless an alternate time frame is agreed upon between the Contractor and the Telecom Officer or Technical Authority. In exceptional cases SSC may require MAC services in a shorter time frame, and in such cases the Contractor must provide best effort to complete the MAC by the required date.

<b>BIDDER RESPONSE TABLE</b>	<b>5.4 (M) MAC Timeframes</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 6. (H) Voice Communications Cabling

### 6.1. (M) Voice Communications Cabling Installation and Termination

The Contractor may be required to install voice communications cabling at CRA sites as part of the MAC process. All cable and cabling components used for additions or replacements to the structured cabling system must be of the same type and manufacture as the existing system. In the event that it is not possible to obtain the same type and manufacture of a cabling component due to the discontinuation of an item by a Manufacturer, or due to some other factor, the Contractor must provide the Technical Authority with replacement options.

The Service Provider will, at their expense, replace any cabling system component substitutions which have not been previously authorized by SSC.

<b>BIDDER RESPONSE TABLE</b>	<b>6.1 (M) Voice Communications Cabling Installation and Termination</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 6.2. (M) General Voice Communications Cabling Requirements

The Contractor must ensure that:

- a) the Backbone and the Horizontal cabling is terminated on separate termination fields;
- b) all UTP cables installed by the Service Provider must be run continuously between termination points – no splicing or unauthorized consolidation points will be permitted;
- c) any damaged or defective cables which cannot be repaired by re-termination must be completely replaced. Repairs utilizing cable splices or non-affected pairs will not be permitted;
- d) any repaired or replaced cables must be reconnected to the applicable device in the presence of the Telecom Officer to ensure full operation and fault correction;
- e) any conduits which have a fill rate exceeding sixty percent (60%) must be identified to the Technical Authority.
- f) any situations which require the installation of additional conduit to complete a requested task are identified to the Technical Authority who will evaluate the situation and, if it is deemed that additional conduit is required, ensure that a proper design is developed and installed;
- g) all parts of the cable are properly supported and that the cables are stress free at both ends and throughout their length. All cable fastening standards must be maintained (J hooks, cable clamps, etc.) and cables



- must be secured directly to the ceiling slab or to a permanent building structure, every 1.2 to 1.8 meters (4 to 6 feet). The Contractor may secure cables to other appropriate permanent structure points only with approval from the Technical Authority. The Contractor must under no circumstance allow a cable to be supported by the ceiling system; and
- h) as a minimum, any cabling installed comply with the latest issues of the following Building Codes. In the case of conflict or discrepancy, the most stringent code will apply.
    - i. All municipal by-laws;
    - ii. Provincial codes;
    - iii. The National Building Code;
    - iv. The Canadian Electrical Code;
    - v. Canadian Labour Code; and
    - vi. The National Fire Code.

<b>BIDDER RESPONSE TABLE</b>	<b>6.2 (M) General Voice Communications Cabling Requirements</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 6.3. (M) Vertical/Backbone Voice Communications Cabling

Depending upon the specific requirements, and the existing cable plant, the Contractor may be required to install any or all of the following cabling types:

- i) four (4) pair, unshielded-twisted-pair (UTP) cable – 100 ohm, 24 AWG, Category 5e or Category 6 to the following most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000;
- ii) multi-pair cable, with underlying metallic shield – 100 ohm, 24 AWG, Category 3, to the most current version of the following standard – T529-95 Telecommunications Cabling Systems in Commercial Buildings; and
- iii) multi-pair cable, without underlying metallic shield – 100 ohm, 24 AWG, Category 3, to the most current version of the following standard – T529-95 Telecommunications Cabling Systems in Commercial Buildings.

The precise cable requirements, including the fire rating of the cable, will be determined on a site by site basis.

Any holes in the floor slab must be sleeved and plugged with a fire-stopping material after the cables are installed. Special attention must be given to the applicable fire



regulations and the acceptable methods and or materials defined within these regulations when plugging floor holes.

<b>BIDDER RESPONSE TABLE</b>	<b>6.3 (M) Vertical/Backbone Voice Communications Cabling</b>
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<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
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#### **6.4. (M) Horizontal Voice Communications Cabling**

Depending upon the specific requirements, and the existing cable plant, the Contractor may be required to install any or all of the following cabling types:

- i) four (4) pair, unshielded-twisted-pair (UTP) cable – 100 ohm, 24 AWG, Category 5e or Category 6 to the following most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000;
- ii) three (3) pair, unshielded-twisted-pair (UTP) cable – 100 ohm, 24 AWG, Category 3 to the following most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000;
- iii) Horizontal cabling to be terminated on the workstation end with a male RJ15 jack, 6 position modular ISO-8877, mounted in a compatible face plate or in a compatible surface-mount enclosure to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000; and
- iv) Horizontal cabling to be terminated on the Telecom Closet end with BIX type Insulation Displacement Connector (IDC) connectors, wall mounted in compatible carriers, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000.

The Contractor must ensure that:

- a) all Horizontal cabling installed is routed from the Telecom Closet to the workstation through the provided cable pathways or using the supplied cable supports;
- b) all workstation jacks installed are mounted with compatible faceplates or in surface-mount compatible enclosures;
- c) any spare Horizontal cables that are installed are terminated with RJ45 jacks and left coiled within the ceiling cavity;
- d) all surface mounted telecommunications outlets be securely installed with screws, wherever possible; and



- e) all surface mounted telecommunications outlets be located so that the UTP equipment cord required to reach the work area terminating equipment will be no longer than 3 meters (10 feet).

The precise cable requirements, including the fire rating of the cable, will be determined on a site by site basis.

<b>BIDDER RESPONSE TABLE</b>	<b>6.4 (M) Horizontal Voice Communications Cabling</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 6.5. (M) Equipment Cabling

Depending upon the specific requirements, and the existing cable plant, the Contractor may be required to install any or all of the following cabling types:

- i) four (4) pair, unshielded-twisted-pair (UTP) cable – 100 ohm, 24 AWG, Category 5e or Category 6, terminated with BIX type Insulation Displacement Connector (IDC) connectors, wall mounted in compatible carriers, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000;
- ii) three (3) pair, unshielded-twisted-pair (UTP) cable – 100 ohm, 24 AWG, Category 3, BIX type Insulation Displacement Connector (IDC) connectors, wall mounted in compatible carriers, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000; and
- iii) multi pair, unshielded-twisted-pair (UTP) cable – 100 ohm, 24 AWG, Category 3, BIX type Insulation Displacement Connector (IDC) connectors, wall mounted in compatible carriers, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000.

The precise cable requirements, including the fire rating of the cable, will be determined on a site by site basis.

<b>BIDDER RESPONSE TABLE</b>	<b>6.5 (M) Equipment Cabling</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 6.6. (M) Cross-Connections

Depending upon the specific requirements, and the existing cable plant, the Contractor may be required to install any or all of the following cabling types:



- i) cross-connect jumper wire, Category 5e, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000;
- ii) cross-connect jumper wire, Category 6, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000; and
- iii) cross-connect jumper wire, Category 3, to the most current versions of the following standards – T529-95 Telecommunications Cabling Systems in Commercial Buildings and ANSI/TIA/EIA-568-A-5-2000.

The precise cable requirements, including the fire rating of the cable, will be determined on a site by site basis.

<b>BIDDER RESPONSE TABLE 6.6 (M) Cross-Connections</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 7. (H) System Access

### 7.1. (M) Password Requirements

The Contractor must ensure that administrative and maintenance access to all Telephone Systems can only be accomplished using password protected login identifications. The Contractor must ensure that the Technical Authority at all times has a current list of all passwords, login identifications, and associated Users, including the Contractor's passwords, for the Telephone Systems.

The Contractor must only add passwords and login identifications at the request of the Technical Authority.

The Contractor must access the Telephone Systems using their assigned passwords and not those associated with any other Users.

<b>BIDDER RESPONSE TABLE</b>	<b>7.1 (M) Password Requirements</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 7.1.1. (M) Password Length

The Contractor must ensure that access to the PBX or related Systems is password protected. Passwords must be a minimum of eight (8) characters, any mixture of alpha and numeric.

<b>BIDDER RESPONSE TABLE</b>	<b>7.1.1 (M)</b>	<b>Password Length</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>	

#### 7.1.2. (M) Password Privacy

The Contractor must treat the PBX and related system passwords as confidential and never:

- a) display any password or allow any passwords to be displayed in the equipment room; and
- b) disclose any password to another party without the written consent of the Telecom Officer or the Technical Authority.

<b>BIDDER RESPONSE TABLE</b>	<b>7.1.2 (M)</b>	<b>Password Privacy</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>	



### 7.2. (M) System Breach or Violation

The Contractor must immediately notify the Technical Authority of any breach or violation of system security, and change all affected passwords. Within two (2) business days of the system breach or violation the Contractor must provide the Technical Authority with a report identifying the preventative measures to be undertaken to ensure that the breach or violation does not reoccur.

<b>BIDDER RESPONSE TABLE 7.2 (M) System Security Audit</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 7.3. (M) System Security Audit

The Contractor must perform an annual system security audit following any manufacturers' recommendations and employing current industry best practices, on a site-by-site basis, and provide a report for each site detailing the findings to the Technical Authority. As a minimum the System Security Audit Report must identify any PBX or related system vulnerabilities.

<b>BIDDER RESPONSE TABLE 7.3 (M) System Security Audit</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 8. (H) Problem Reporting and Escalation

### 8.1. (M) Contractor's Problem Reporting Centre

If at any time the Telephone System has a fault, SSC will notify the Contractor through the Problem reporting Centre, first by telephone specifying the nature of the Service Disruption.

The Contractor must provide SSC with a reference or ticket number to allow SSC to query the resolution status of the Service Disruption. The Contractor must determine the root cause of the Service Disruptions and undertake all actions to rectify the issue.

An overview of the problem reporting and resolution process is shown in Figure 8-1 Problem Reporting and Resolution.

The problem reporting centre must be available to SSC twenty-four (24) hours-a-day, seven (7) days-a-week and SSC must be able to reach the Contractor's problem reporting centre by calling a single Toll-Free telephone number from anywhere in Canada.

The Problem Reporting Centre must be able to respond to callers in both English and French.

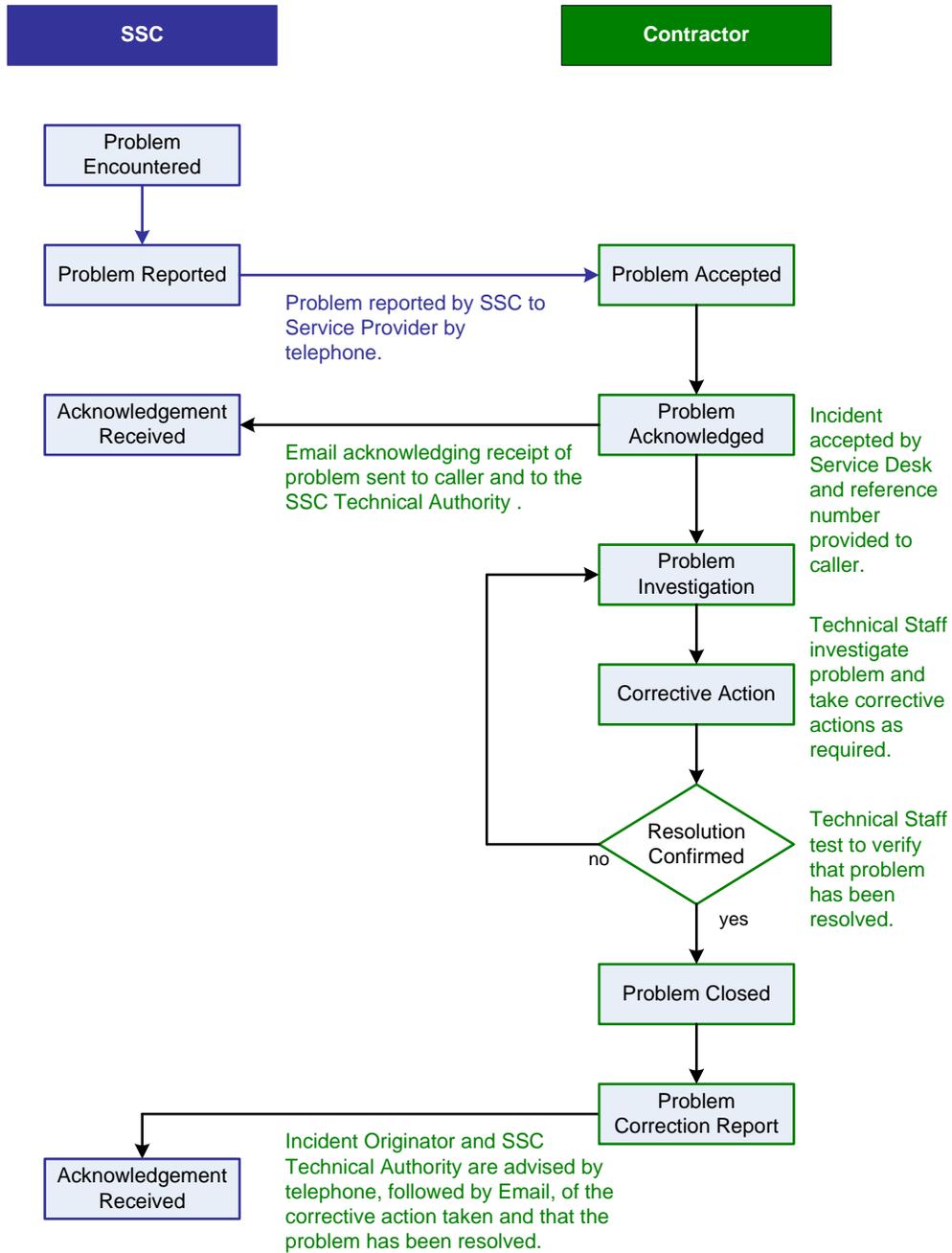
CONTRACTOR PROBLEM REPORTING CENTRE		
	Toll-Free Number	E-mail Address
Contractor's Problem Reporting Centre	to be inserted at time of Contract award	to be inserted at time of Contract award

TABLE 8—1 CONTRACTOR PROBLEM REPORTING CENTRE

<b>BIDDER RESPONSE TABLE</b>	<b>8.1 (M) Contractor's Problem Reporting Centre</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### Problem Reporting and Resolution



**FIGURE 8-1 PROBLEM REPORTING AND RESOLUTION**



**8.1.1. (M) Problem Tracking**

The Contractor must automatically create a problem ticket for all problems, including those detected by the Contractor as a result of service monitoring activity as well as those reported to the Contractor by SSC. In each case the Contractor must create problem tickets as soon as the problem is acknowledged. The Contractor must then update the problem tickets throughout the fault resolution process to ensure an audit trail.

<b>BIDDER RESPONSE TABLE</b>	<b>8.1.1 (M) Problem Tracking</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**8.1.2. (M) Notification of Problem Resolution**

The Contractor must advise the Telecom Officer via telephone when a problem, either SSC reported or Contractor discovered has been corrected and the service restored. Upon SSC’s agreement that the problem has been corrected the problem ticket may be closed.

After this verbal notification, and SSC’s agreement, a follow-up e-mail must be sent to SSC indicating that the problem ticket has been closed, detailing the problem’s root cause, the problem resolution, and any additional actions to be taken by the Contractor to ensure that the problem does not reoccur, and the duration of any related service disruption.

<b>BIDDER RESPONSE TABLE</b>	<b>8.1.2 (M) Notification of Problem Resolution</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### 8.2. (M) Problem Escalation Process

To ensure that appropriate resources are allocated by the Contractor to quickly and effectively restore service, a problem may be escalated through both the SSC's and the Contractor's organizations based upon the elapsed time from the initial report of the problem. The escalation times are provided below.

The escalation process which must be followed is as set out in Figure 8-2 Problem Escalation.

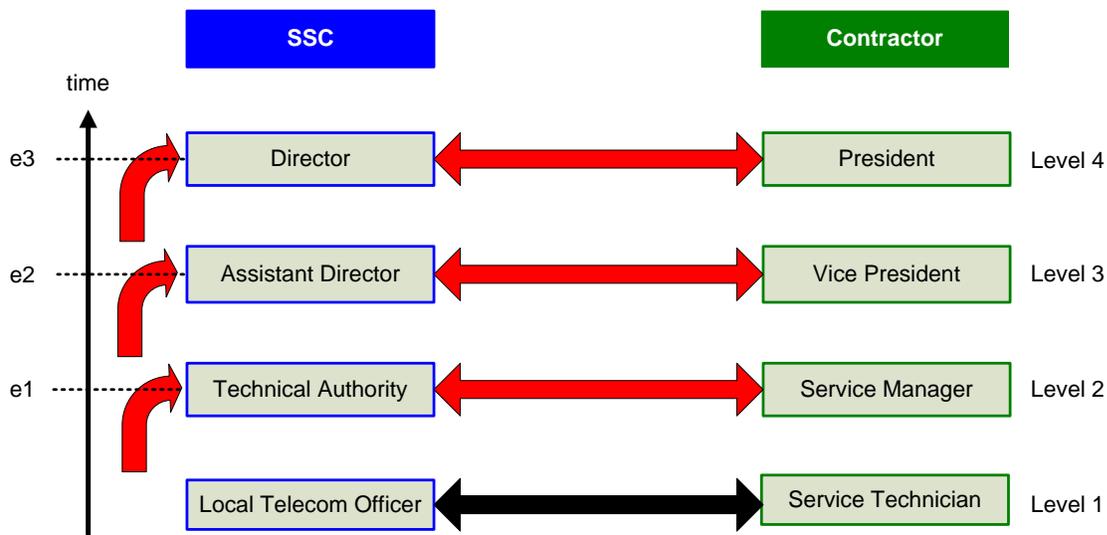


FIGURE 8-2 PROBLEM ESCALATION

The Toll-Free Numbers for the Problem Escalation Contacts will be inserted into Table 8—2 Problem Escalation Contacts at time of Contract award.

PROBLEM ESCALATION CONTACTS			
		Contact Information	
		SSC	Contractor
Level 4	President		
Level 3	Vice President		
Level 2	Service Manager		

TABLE 8—2 PROBLEM ESCALATION CONTACTS



To ensure that appropriate resources are allocated by the Contractor to quickly and effectively restore service, a problem may be escalated through both the SSC’s and the Contractor’s organizations based upon the elapsed time from the initial report of the problem. The escalation times are provided in Table 8—3 Problem Escalation Times.

Problem Escalation Times			
Classification	e1	e2	e3
Category 1	15 minutes	1 hour	2 hours
Category 2	1 hour	2 hours	3 hours
Category 3	3 hours	6 hours	8 hours

**TABLE 8—3 PROBLEM ESCALATION TIMES**

<b>BIDDER RESPONSE TABLE (M) Maintenance Performance Meetings</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### **8.3. (M) Maintenance Performance Meetings**

The Account Manager assigned to SSC by the Contractor must meet with SSC, at the SSC Ottawa site, on a monthly basis and as requested by SSC, and as may be required to discuss maintenance issues such as:

- a) recurring problems;
- b) quality of workmanship;
- c) response and restoration times; and
- d) any other maintenance issues.

Additional Contractor’s personnel may be required to attend these meetings depending upon the matters to be discussed, and the Contractor must make these people available to attend the on-site meetings.



<b>BIDDER RESPONSE TABLE</b>	<b>8.3 (M) Maintenance Performance Meetings</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 9. (H) Contractor’s Requirements

### 9.1. (H) Contractor Experience

#### 9.1.1. (M) Avaya Experience

The Contractor must have, at least, the following direct and verifiable experience:

- a) four (4) years experience in the maintenance of Avaya CS1000M Communications Systems;
- b) four (4) years experience in the maintenance of Meridian 1 PBX Systems; and
- c) four (4) years experience in the maintenance of Avaya Call Pilot voice mail systems.

<b>BIDDER RESPONSE TABLE 9.1.1 (M) Avaya Experience</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
<b>COMPLIANCE SUBSTANTIATION</b>	<p>The Bidder must identify the following for three (3) current customer references, who at time of Bid Closing are utilizing the Bidder’s maintenance services as identified in article 9.1.1 (M) Avaya Experience:</p> <ul style="list-style-type: none"> <li>A) the name of the Customer; and</li> <li>B) a Customer Contact, including the name, title, address, and telephone number, that can confirm that their company is utilizing the Bidder’s maintenance services.</li> </ul> <p><b>SSC reserves the right to directly contact the references provided by the Bidder. If SSC chooses to contact the reference, SSC will confirm the Bidder’s Compliance Statement by specifically asking the Customer Contact the following question:</b></p> <ul style="list-style-type: none"> <li>i) ‘Has the Bidder been providing your company with maintenance services for your Avaya CS1000M Communications System, Call Pilot Voicemail System, for four (4) years or more?’</li> </ul>
	<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	
	<i>Bidder Response</i>



**9.1.2. (M) Communications Cabling Experience**

The Contractor must have, at least, the following direct and verifiable experience:

- a) five (5) years experience in the installation and maintenance of voice communications cabling.

<b>BIDDER RESPONSE TABLE 9.1.2 (M) Communications Cabling Experience</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
<b>COMPLIANCE SUBSTANTIATION</b>	<p>The Bidder must identify the following for three (3) current customer references, who at time of Bid Closing are utilizing the Bidder’s maintenance services as identified in article 9.1.2 (M) Communications Cabling Experience:</p> <ul style="list-style-type: none"> <li>A) the name of the Customer; and</li> <li>B) a Customer Contact, including the name, title, address, and telephone number, that can confirm that their company is utilizing the Bidder’s maintenance services.</li> </ul> <p><b>SSC reserves the right to directly contact the references provided by the Bidder. If SSC chooses to contact the reference, SSC will confirm the Bidder’s Compliance Statement by specifically asking the Customer Contact the following question:</b></p> <ul style="list-style-type: none"> <li>i) ‘Has the Bidder been providing your company with maintenance services for your Communications Cabling for five (5) years or more?’</li> </ul>
	<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	<i>Bidder Response</i>
	<i>Bidder Response</i>

**9.1.3. (M) Genesys Experience**

The Contractor must have, at least, the following direct and verifiable experience:

- a) four (4) years experience in the support of Genesys products.

<b>BIDDER RESPONSE TABLE 9.1.3 (M) Genesys Experience</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
<b>COMPLIANCE SUBSTANTIATION</b>	<p>The Bidder must identify the following for three (3) current customer references, who at time of Bid Closing are utilizing the Bidder’s maintenance services as identified in article 9.1.3 (M) Genesys Experience:</p>
	<i>Bidder Response</i>



<b>BIDDER RESPONSE TABLE 9.1.3 (M) Genesys Experience</b>	
	<p>A) the name of the Customer; and</p> <p>B) a Customer Contact, including the name, title, address, and telephone number, that can confirm that their company is utilizing the Bidder’s maintenance services.</p> <p><b>SSC reserves the right to directly contact the references provided by the Bidder. If SSC chooses to contact the reference, SSC will confirm the Bidder’s Compliance Statement by specifically asking the Customer Contact the following question:</b></p> <p>i) ‘Has the Bidder been providing your company with maintenance services for your Genesys call center solution for four (4) years or more?’</p>
	<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	
	<i>Bidder Response</i>

**9.1.4. (M) Call Center Experience**

The Contractor must have, at least, the following direct and verifiable experience:

- a) five (5) years experience in the support of large call centre environments (greater than 300 agent positions).

<b>BIDDER RESPONSE TABLE 9.1.4 (M) Call Center Experience</b>	
	<b>COMPLIANCE STATEMENT</b> <i>Bidder Response</i>
	<p><b>COMPLIANCE SUBSTANTIATION</b></p> <p>The Bidder must identify the following for three (3) current customer references, who at time of Bid Closing are utilizing the Bidder’s maintenance services as identified in article 9.1.4 (M) Call Center Experience:</p> <p>A) the name of the customer; and</p> <p>B) a Customer Contact, including the name, title, address, and telephone number, that can confirm that their company is utilizing the Bidder’s maintenance services.</p> <p><b>SSC reserves the right to directly contact the references provided by the Bidder. If SSC chooses to contact the reference, SSC will confirm the Bidder’s Compliance Statement by specifically asking the Customer Contact the following question:</b></p> <p>ii) ‘Has the Bidder been providing your company with maintenance services</p>



<b>BIDDER RESPONSE TABLE 9.1.4 (M) Call Center Experience</b>
for your 300 seat, or more, call center for five (5) years or more?’
<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>
<i>Bidder Response</i>

## 9.2. (H) Manufacturer Certifications

### 9.2.1. (M) Avaya Certifications

The Contractor must be authorised by Avaya to:

- a) Sell, install, and service Avaya (Nortel) equipment; and
- b) sell manufacturer support programs such as the Avaya PASS program.

<b>BIDDER RESPONSE TABLE 9.2.1 (M) Avaya Certifications</b>
<b>COMPLIANCE STATEMENT</b> <i>Bidder Response</i>

### 9.2.2. (M) Genesys Certifications

The Contractor or their Sub-Contractor must be authorised by Genesys to sell, install and support Genesys applications.

<b>BIDDER RESPONSE TABLE 9.2.2 (M) Genesys Certifications</b>
<b>COMPLIANCE STATEMENT</b> <i>Bidder Response</i>

## 9.3. (M) Use of Sub-Contractors

The Contractor may utilise Sub-Contractors to provide the services identified within this SOR.

Should the Contractor enter into contractual arrangements with other companies in order to provide all of the services specified within this SOR:

- a) The Contractor must identify in their proposal any sub-contractors that it intends to use to meet the requirements identified within this SOR;
- b) Any Sub-Contractor arrangements must be totally transparent to SSC and SSC will only recognise the Contractor;
- c) Any Sub-Contractor personnel are subject to the experience and other requirements identified within this SOR as relate to the service which they will provide; and
- d) If during the Contract Period the Contractor utilises other the Sub-Contractors to provide services the Contractor must notify the Contracting



Authority and Technical Authority in advance and substantiate that the proposed Sub-Contractor meets the requirements identified within this SOR for the tasks they will be performing.

SSC reserves the right to reject any sub-contractor(s).

The Contractor must provide a list of sub-contractors it intends to use including the role of the sub-contractor and the tasks which they will perform. During the Contract Period the Contractor must provide accurate updated, sub-contractor lists, as may be required, to the Contracting Authority and the Technical Authority.

<b>BIDDER RESPONSE TABLE 9.3 (M) Use of Sub-Contractors</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
<b>COMPLIANCE SUBSTANTIATION</b>	<p>The Bidder must clearly identify for each proposed sub-contractor:</p> <ul style="list-style-type: none"> <li>a) the name of the sub-contractor;</li> <li>a) the role of the sub-contractor and the tasks which they will perform; and</li> <li>b) provide documentation supporting that the Sub-Contractor meets the requirements identified within this SOR for the services they will provide SSC.</li> </ul>
	<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	<i>Bidder Response</i>

### 9.4. (M) CS1000M Technicians

The Contractor’s technicians must be manufacturer trained by Avaya for the CS1000M Communication System, the Meridian 1 PBX, Call Pilot, and Contact Centre Manager systems. Additionally each technician must meet or exceed the following requirements:

- a) at least three (3) years’ experience in the telephony industry; and
- b) at least one (1) year experience installing and maintaining the equipment

SSC reserves the right to reject any technician(s).

During the Contract Period the Contractor must provide the information identified above for any additional technicians which the Contractor may utilise to provide maintenance services to SSC.



<b>BIDDER RESPONSE TABLE 9.4 (M) CS1000M Technicians</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
<b>COMPLIANCE SUBSTANTIATION</b>	
<p>The Bidder must provide resumes for each technician proposed to be involved with the maintenance of the Telephone System. Specifically the resume must:</p> <ul style="list-style-type: none"> <li>a) identify the industry and product experience of the technician;</li> <li>b) identify the equipment that the technician will be working on;</li> <li>c) identify the OEM training courses successfully completed by the technician; and</li> <li>d) provide copies of all training course completion certificates and certification certificates.</li> </ul>	
	<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	
	<i>Bidder Response</i>

### 9.5. (M) Genesys Specialists

The Contractor’s or Sub-Contractor personnel must be Genesys Certified Professionals, and have a minimum of three (3) years experience supporting large call centres equipped with Genesys products.

During the Contract Period the Contractor must provide the information identified above for any additional Genesys Specialists which the Contractor may utilise to provide maintenance services to SSC.



<b>BIDDER RESPONSE TABLE 9.5 (M) Genesys Specialists</b>	
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>
<b>COMPLIANCE SUBSTANTIATION</b>	
<p>The Bidder must provide resumes for each Genesys Specialist proposed to be involved with the maintenance of the SSC Telephone Systems. Specifically the resume must:</p> <ul style="list-style-type: none"><li>a) identify the industry and product experience of the person;</li><li>b) identify the equipment that the person will be working on;</li><li>c) identify the OEM training courses successfully completed by the person; and</li><li>d) provide copies of all training course completion certificates and certification certificates.</li></ul>	
	<i>Bidder Response</i>
<b>REFERENCE TO ADDITIONAL INFORMATION</b>	
	<i>Bidder Response</i>



## 10. (H) Professional Services

### 10.1. (M) Avaya Contact Center Manager Server Application Specialist

The Contractor must provide, on as and when requested basis, an Avaya Contact Center Manager Server Application Specialist with at least two (2) years' experience developing and delivering call routing scripts. The Contact Center Manager Server Application Specialist must provide operational support to SSC staff.

<b>BIDDER RESPONSE TABLE</b>	<b>10.1 (M) Avaya Contact Center Management Systems Application Specialist</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 10.2. (M) Genesys Specialist

The Contractor must provide, on an as and when requested basis, a certified Genesys Professional to provide consulting and programming services to SSC as and when may be required. Specifically these Genesys Specialists must:

- a) develop, test, and deliver Genesys application programming; and
- b) provide operational support to SSC staff.

These Specialists must be fully trained and have a least two (2) years experience in programming the Genesys product suite.

<b>BIDDER RESPONSE TABLE</b>	<b>10.2 (M) Genesys Specialist</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### 10.3. (M) Contractor Personnel

The Contractor must provide, and maintain, a comprehensive list of all technicians/sub-contractors providing maintenance services as described within this SOR to SSC. This list must be provided by the Contractor to the Technical Authority at time of Contract Award and must be updated by the Contractor at beginning of each month. Updated technician lists must be sent within the first week of each month by the Contractor to an email address provided by SSC at Contract Award.

The following information must be provided by the Contractor for each Technician:

- a) Full Name;
- b) Date of Birth;
- c) Active Security Number and level;
- d) Employment Status – Full-time employee or subcontractor; and
- e) Sub-Contractor ID Number.

The Contractor must immediately advise the Technical Authority and the Contracting Authority of any personnel or sub-contractors who are no longer employed by the Contractor. Additionally the Contractor must provide the information identified above for any additional technicians which the Contractor may utilise to provide maintenance services to SSC.

<b>BIDDER RESPONSE TABLE</b>	<b>10.3 (M) Contractor Personnel</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 11. (H) Service Migration

SSC's primary objective will be the seamless implementation and migration to the Contractor's Maintenance service with minimal disruption to CRA business.

### 11.1. (M) Contractor's Account Manager

The Contractor must assign an Account Manager who will act as the initial and the ongoing interface to SSC for the Contract period. The Account Manager must have sufficient authority to act on behalf of the Contractor on all project issues, including technical, commercial and administrative matters.

The Contractor's Account Manager must have a minimum of three (3) years' experience supporting accounts with a telecommunications Service Provider.

In the event that SSC is not satisfied with the representation provided by the Contractor's assigned Account Manager, the Contractor must assign a replacement to act in this position within ten (10) business days of receiving written notification from SSC indicating the dissatisfaction with the incumbent.

<b>BIDDER RESPONSE TABLE</b>	<b>11.1 (M) Contractor's Account Manager</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 11.2. (M) Contract Review

The Contracting Authority will coordinate a contract review session in Ottawa within five (5) business days of Contract award, to review the Contract in detail with the successful Contractor. The following representatives must be in attendance:

- a) Contracting Authority (chairperson);
- b) Technical Authority; and
- c) Contractor's Account Manager.

The Contracting Authority will document the minutes from the Contract review session and will forward a draft of the minutes to the Contractor's Account Manager within two (2) business days of the meeting. The Contractor's Account Manager will review and forward comments or acceptance (in writing) to the Contracting Authority within two (2) business days.

The Contracting Authority and the Contractor's Account Manager will lead the team to resolve any issues outstanding following the initial Contract review session. Outstanding issues must not affect or relieve the Contractor from its obligation to meet



the timeframes in this Statement of Requirements document, unless specifically approved by the Contracting Authority.

<b>BIDDER RESPONSE TABLE</b>	<b>11.2 (M) Contract Review</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 11.3. (M) Site Reviews

Within fifteen (15) Business Days of the contract award the Contractor must conduct an inspection of the DMCC and the Laboratory sites and provide the Technical Authority with a report, for each site, identifying:

- a) any CS1000M, Meridian 1 PBX system, Genesys Solution, or related equipment deficiencies;
- b) any on-site record deficiencies;
- c) actions required to correct any deficiencies discovered; and
- d) the time-frames associated with performing this work;

The site review report must be delivered to the Technical Authority within 30 days of conducting the site inspection.

The Technical Authority will review the report with the Contractor and determine the scope of work to be performed.

<b>BIDDER RESPONSE TABLE</b>	<b>11.3 (M) Site Review</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 12. (H) Service Ordering and Implementation

### 12.1. (I) Service Ordering

SSC will issue Orders in accordance with the requirements outlined in this SOR for the following:

- a) New Orders – the ordering of any item identified in the Contract;
- b) Change Orders – changes to a previously-issued Order; or
- c) Cancel Orders – cancellation of a previously-issued Order.

#### 12.1.1. (M) Quotes for Equipment and Service

The Contractor must provide SSC with a detailed budgetary quote for “as and when requested” services or equipment (this includes cabling requirements), within 5 days from the date of the written request from SSC. SSC at its’ discretion, may extend this timeframe.

<b>BIDDER RESPONSE TABLE</b>	<b>12.1.1 (M) Quotes for Equipment and Service</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 12.1.2. (M) Language Requirements

The Contractor must accept Orders and inquiries about Orders in either of Canada’s official languages, at the choice of the SSC representative.

<b>BIDDER RESPONSE TABLE</b>	<b>12.1.2 (M) Language Requirements</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 12.1.3. (M) Order Desk

The Contractor must provide a single point of contact (including e-mail address and telephone number) for receiving and processing Orders and for responding to inquiries regarding Orders previously issued to the Contractor by SSC.

<b>BIDDER RESPONSE TABLE</b>	<b>12.1.3 (M) Order Desk</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



#### **12.1.4. (M) Task Authorization Process**

SSC may choose to submit Orders to the Contractor using a Task Authorization process. In this event, the Technical Authority will forward a request to the Contracting Authority to issue a Task Authorization or Task Authorization amendment, as applicable, in accordance with the requirements contained herein. Each Task Authorization or amendment will contain the following information:

- a) the details of the work activities to be performed within the scope of the contract;
- b) an estimate of the cost;
- c) the required delivery date

The Contracting Authority via e-mail or fax shall send a signed copy of the Task Authorization to the Contractor. The Contractor shall review the Task Authorization and within four (4) hours return a signed copy of the Task Authorization to the Contracting Authority. In the event that the Task Authorization was placed after 17:00 Local time, the Contractor will be required to return a signed copy of the Task Authorization by 9:00 a.m. the next business day.

The Technical Authority and the Contracting Authority must approve all Task Authorizations. The Contractor shall not commence work until an approved Task Authorization has been received from the Contracting Authority. The Contractor acknowledges that any and all work performed in the absence of the aforementioned approved Task Authorization will be done at the Contractor's own risk, and the Crown shall not be liable for payment therefore, unless or until an approved Task Authorization is provided by the Contracting Authority.

All work carried out under the Task Authorization is to be performed to the satisfaction of the Technical Authority or a designated representative in accordance with the terms and conditions of the Contract and Task Authorization.

The Contractor must provide to the Contracting Authority, upon request, any information and estimates that may be required to prepare the Task Authorization.

The Contractor must provide confirmation of these orders within four (4) hours from placement of the order by the SSC. If long distance calls are required to perform this requirement, the Contractor must provide Toll-Free Numbers, at no additional cost.



<b>BIDDER RESPONSE TABLE</b>	<b>12.1.4 (M) Task Authorization Process</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**12.1.5. (M) Order Acknowledgement**

The Contractor must acknowledge the receipt of each Order by issuing a confirmation within twenty-four (24) hours following the Contractor’s receipt of an Order. The confirmation must also identify the Contractor’s Single Point of Contact for implementation of the given order complete with that person’s name, telephone number, and email address.

<b>BIDDER RESPONSE TABLE</b>	<b>12.1.5 (M) Order Acknowledgement</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**12.1.6. (M) SSC Involvement**

In instances where the Contractor requires SSC to perform any tasks in order to fulfill an Order, the Contractor must notify the SSC contact identified in the Order and identify the specific actions the Contractor requires the SSC to perform.

<b>BIDDER RESPONSE TABLE</b>	<b>12.1.6 (M) SSC Involvement</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**12.2. (H) Order Implementation**

**12.2.1. (M) Service Ordering**

In all instances, the due date indicated in the Order will become the agreed in-service date. If the requested due date is earlier than the contracted response time, the Contractor must notify the SSC within two (2) business days of receipt of the Order and the two parties will agree upon a revised due date which will be no later than the contracted response time.

In order to maintain the quality of telephone services provided to its clients, SSC may schedule the implementation, testing, modification, and migration of the services to occur outside of normal business hours or to occur on weekends. The Contractor must provide the appropriate level of after-hours support during any of these periods.

<b>BIDDER RESPONSE TABLE</b>	<b>12.2.1 (I) Service Ordering</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



**12.2.2. (M) Order Completion Notice**

The Contractor must provide an Order completion notice, in a SSC acceptable format, to the SSC. The Order completion notice must contain, at a minimum:

- a) Type of Service activity, e.g., New, Move, Add, Change, Remove;
- b) The unique order number assigned by the Contractor;
- c) The date the order was completed;
- d) The name of the on-site client that accepted the completion of the order and a copy of the signed acceptance; and
- e) The date and time the completion notice was sent.

<b>BIDDER RESPONSE TABLE</b>	<b>12.2.2 (M) Order Completion Notice</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**12.2.3. (M) Order Follow-up**

Subsequent to the implementation of any Order, the Contractor must meet with the SSC, if requested, to address any service delivery issues identified by either the Contractor or the SSC.

<b>BIDDER RESPONSE TABLE</b>	<b>12.2.3 (M) Order Follow-up</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

**12.2.4. (M) Service Acceptance**

Prior to the commencement of billing, the SSC must accept that the service has been delivered as requested in the Order and meets all requirements identified within the Statement of Work.

<b>BIDDER RESPONSE TABLE</b>	<b>12.2.4 (M) Service Acceptance</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



### 13. (H) Monthly Availability Service Level

The Monthly Availability Service Level will be separately determined for the DMCC Telephone System and the Laboratory Telephone System as defined within this Statement of Requirements.

#### 13.1. (M) Determination of Monthly Availability Service Level

The Monthly Availability Service Level for each Telephone System will be calculated as shown below:

$$\text{Monthly Availability} = \left[ \frac{(\text{24 Hours} \times \text{Days in Month}) - \text{Outage Time}}{(\text{24 Hours} \times \text{Days in Month})} \right] \times 100$$

The “Outage Time” is defined as the total time during the month that the Telephone System was not available (excluding Excused Outages), as further defined below and is calculated as the aggregate duration of Service Disruptions for the given system. Each Service Disruption begins when a problem ticket is created by the Contractor’s Problem Reporting Centre and ends when SSC agrees that the problem has been corrected and the problem ticket has been closed.

Specifically, Telephone System Outage Time will be calculated as the aggregate duration of Service Disruptions for that Telephone System. Service Disruptions will not include periods of unavailability of the systems which were caused by:

- a) actions performed by the Contractor during previously scheduled maintenance windows which have been agreed to by SSC; or
- b) the failure or the non-performance of any service, equipment or facility provided by SSC (each an “Excused Outage”).

<b>BIDDER RESPONSE TABLE</b>	<b>13.1 (M) Determination of Monthly Availability Service Level</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 13.2. (M) Monthly Availability Service Level Credit

In the event of any Outage Time, SSC shall be entitled to a credit that will be applied to the quarterly billing statements. The credit will be calculated as the total of the Monthly Availability Service Level Credit(s) for each individual Telephone System. The purpose of this credit is to offset losses incurred by CRA due to the failure of the Telephone System.



<b>BIDDER RESPONSE TABLE</b>	<b>13.2 (M) Monthly Availability Service Level Credit</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 13.3. (M) Telephone System Service Level

The expected Monthly Availability Service Level for the Telephone Systems is 99.99%, calculated as described in Paragraph 13.1,(M) Determination of Monthly Availability Service Level.

<b>BIDDER RESPONSE TABLE</b>	<b>13.3 (M) Telephone System Service Level</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 13.3.1. (M) Telephone System Disruption Classification

Each Service Disruption to the Telephone System will be classified based upon the degree of the disruption and the resultant impact to CRA operations. Service Disruptions will be classified as either Category 1, or Category 2 and are described in Table 13—1 Telephone System Disruption Classification.

Telephone System Disruption Classification	
Classification	Description
<b>Category 1</b>	<b>Total Outage of any component of the Telephone System</b>
<b>Category 2</b>	<b>Any outage or service impairment to the Telephone System</b>

TABLE 13—1 TELEPHONE SYSTEM DISRUPTION CLASSIFICATION

<b>BIDDER RESPONSE TABLE</b>	<b>13.3.1 (M) Telephone System Disruption Classification</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

#### 13.3.2. (M) Telephone System Monthly Availability Service Level Credit

In the event of any Outage Time, SSC shall be entitled to a credit that will be applied to the quarterly billing statements. The credit will be calculated as the total of the Monthly Availability Service Level Credit(s) for each individual Telephone System. The purpose of this credit is to offset losses incurred by CRA due to the failure of the Telephone System.



The amount to be credited is identified in Table 13—2 Telephone System Monthly Availability Service Level Credit and is expressed as a percentage of the monthly charges for the affected Telephone System.

Telephone System Monthly Availability Service Level Credit		
Classification	Cumulative Outage Time	Monthly Availability Service Level Credit
<b>Category 1</b>	00:05:00 to 00:14:59	2%
	00:15:00 to 00:29:59	3%
	00:30:00 to 00:44:59	5%
	00:45:00 to 00:59:59	7%
	01:00:00 or more	15%
<b>Category 2</b>	00:05:00 to 00:14:59	0.5%
	00:15:00 to 00:29:59	0.6%
	00:30:00 to 00:44:59	1%
	00:45:00 to 00:59:59	2%
	01:00:00 or more	5%

**TABLE 13—2 TELEPHONE SYSTEM MONTHLY AVAILABILITY SERVICE LEVEL CREDIT**

Notes:

**Outage Time is expressed in hh:mm:ss where:**

- i) hh = hours;
- ii) mm = minutes; and
- iii) ss = seconds.

<b>BIDDER RESPONSE TABLE</b>	<b>13.3.2 (M) Telephone System Monthly Availability Service Level Credit</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## 14. (H) Service Management Reports

### 14.1. (M) Monthly Problem Management Reports

The Contractor must supply Monthly Problem Management Reports for the DMCC and Laboratory site to SSC. The Monthly Maintenance Reports must be received by the Telecom Officer and Technical Authority by the 15<sup>th</sup> day of month following the reporting period and must include as a minimum the following information:

- a) Site Name;
- b) Reporting Period;
- c) Date Issued;
- d) total number of problems reported;
- e) a list of the trouble tickets for problems reported including number, problem description and resolution;
- f) number of problems outstanding at end of reporting period including problem number, problem description, and age of problem;
- g) number of problems reported by Category;
- h) total duration of service outage for reporting period; and
- i) copies of the completed inspection reports conducted that month.

<b>BIDDER RESPONSE TABLE</b>	<b>14.1 (M) Monthly Problem Management Reports</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>

### 14.2. (M) Monthly Alarm Reports

The Contractor must supply Monthly Alarm Reports for each site to SSC. The Monthly Alarm Reports must be received by the Telecom Officer and Technical Authority by the 15<sup>th</sup> day of month following the reporting period and must include as a minimum the following information:

- a) number of minor alarms detected;
- b) the cause of each minor alarm detected;
- c) number of major alarms detected; and
- d) the cause of each major alarm.

<b>BIDDER RESPONSE TABLE</b>	<b>14.2 (M) Monthly Alarm Reports</b>
<b>COMPLIANCE STATEMENT</b>	<i>Bidder Response</i>



## Annex A - DMCC SITE CONFIGURATION DETAILS

### GENESYS APPLICATIONS

Host Name	App Type	App Name	Redundancy Type	App Version
SD07FAXX0002	DB Server	DBServer_ERS_P	Warm Standby	8.0.300.07
SD07FAXX0002	Stat Server	StatServer_ERS_P	Warm Standby	8.0.000.30
SD07FAXX0002	Universal Routing Server	UniversalRoutingServer_AA_RONA_P	Hot Standby	8.0.100.17
SD07FAXX0002	Universal Routing Server	UniversalRoutingServer_P	Hot Standby	8.0.100.17
SD07FAXX0003	DB Server	DBServer_OCS_P	Warm Standby	8.0.300.07
SD07FAXX0003	Outbound Contact Server	OutboundContactServer_P	Warm Standby	8.0.001.18
SD07FAXX0003	Stat Server	StatServer_OCS_P	Warm Standby	8.0.000.30
SD07FAXX0003	T-Server	TServer_ProdSwitch_P	Hot Standby	8.0.101.03
SD07FAXX0004	GVP CTI Connector	CTIConnector_1	Not Specified	8.1.301.35
SD07FAXX0004	GVP Media Control Platform	MediaControlPlatform_1	Not Specified	8.1.310.05
SD07FAXX0004	GVP Reporting Server	ReportingServer	Not Specified	8.1.301.26
SD07FAXX0004	GVP Resource Manager	ResourceManager_1	Not Specified	8.1.310.01
SD07FAXX0004	T-Server	IVRServer_GVP_1	Not Specified	8.0.000.14
SD07FAXX0004	T-Server	SIPServer_1	Not Specified	8.0.400.50
SD07FAXX0006	Configuration Server	confserv_Proxy_P	Warm Standby	8.0.300.30
SD07FAXX0006	Data Sourcer	Data_Sourcer_P	Not Specified	7.6.000.21
SD07FAXX0006	DB Server	DBServer_Datamart_B	Warm Standby	8.0.300.07
SD07FAXX0006	DB Server	DBServer_ODS_P	Warm Standby	8.0.300.07
SD07FAXX0006	DB Server	DBServer_STAT_SERVER_TABLES_P	Warm Standby	8.0.300.07
SD07FAXX0006	Stat Server	StatServer_CCA_P	Warm Standby	8.0.000.30
SD07FAXX0006	Stat Server	StatServer_CCP_B	Warm Standby	8.0.000.30
SD07FAXX0007	Configuration Server	confserv	Warm Standby	8.0.300.30
SD07FAXX0007	DB Server	cfg_dbserver	Warm Standby	8.0.300.07
SD07FAXX0007	DB Server	DBServer_Log_P	Warm Standby	8.0.300.07
SD07FAXX0007	License Manager	FlexLM (Not defined in CME)	NA	9.5
SD07FAXX0007	Message Server	MessageServer_P	Warm Standby	8.0.300.05
SD07FAXX0007	Solution Control Server	SolutionControlServer_P	Warm Standby	8.0.300.03
SD07FAXX0008	CPD Server	CPD_TAX	Warm Standby	8.0.001.01
SD07FAXX0009	CPD Server	CPD_ARGP	Not Specified	8.0.001.01
SD07FAXX0010	Genesys Administrator	IIS Webserver (Not defined in CME)	NA	8.0.300.21
SD07FAXX0010	GVP PSTN Connector	PSTNConnector	Not Specified	8.1.310.02
SD07FAXX0010	GVP PSTN Connector	PSTNConnector_COLD_STBY	Not Specified	8.1.310.02
SD07FAXX0102	DB Server	DBServer_ERS_B	Warm Standby	8.0.300.07
SD07FAXX0102	Stat Server	StatServer_ERS_B	Warm Standby	8.0.000.30
SD07FAXX0102	Universal Routing Server	UniversalRoutingServer_AA_RONA_B	Hot Standby	8.0.100.17
SD07FAXX0102	Universal Routing Server	UniversalRoutingServer_B	Hot Standby	8.0.100.17
SD07FAXX0103	DB Server	DBServer_OCS_B	Warm Standby	8.0.300.07
SD07FAXX0103	Outbound Contact Server	OutboundContactServer_B	Warm Standby	8.0.001.18
SD07FAXX0103	Stat Server	StatServer_OCS_B	Warm Standby	8.0.000.30



Host Name	App Type	App Name	Redundancy Type	App Version
SD07FAXX0103	T-Server	TServer_ProdSwitch_B	Hot Standby	8.0.101.03
SD07FAXX0104	GVP CTI Connector	CTIConnector_2	Not Specified	8.1.301.35
SD07FAXX0104	GVP Media Control Platform	MediaControlPlatform_2	Not Specified	8.1.310.05
SD07FAXX0104	GVP Reporting Server	ReportingServer_COLD_STBY	Not Specified	8.1.301.26
SD07FAXX0104	GVP Resource Manager	ResourceManager_2	Not Specified	8.1.310.01
SD07FAXX0104	T-Server	IVRServer_GVP_2	Not Specified	8.0.000.14
SD07FAXX0104	T-Server	SIPServer_2	Not Specified	8.0.400.50
SD07FAXX0106	Configuration Server	confserv_Proxy_B	Warm Standby	8.0.300.30
SD07FAXX0106	Data Mart	ETL_Service	Not Specified	7.6.000.17
SD07FAXX0106	DB Server	DBServer_Datamart_P	Warm Standby	8.0.300.07
SD07FAXX0106	DB Server	DBServer_ODS_B	Warm Standby	8.0.300.07
SD07FAXX0106	DB Server	DBServer_STAT_SERVER_TABLES_B	Warm Standby	8.0.300.07
SD07FAXX0106	Stat Server	StatServer_CCA_B	Warm Standby	8.0.000.30
SD07FAXX0106	Stat Server	StatServer_CCP_P	Warm Standby	8.0.000.30
SD07FAXX0107	Configuration Server	confserv_B	Warm Standby	8.0.300.30
SD07FAXX0107	DB Server	cfg_dbserver_B	Warm Standby	8.0.300.07
SD07FAXX0107	DB Server	DBServer_Log_B	Warm Standby	8.0.300.07
SD07FAXX0107	License Manager	FlexLM (Not defined in CME)	NA	9.5
SD07FAXX0107	Message Server	MessageServer_B	Warm Standby	8.0.300.05
SD07FAXX0107	Solution Control Server	SolutionControlServer_B	Warm Standby	8.0.300.03



## **NORTEL SOFTWARE**

Nortel CCMS 6SU08  
Nortel Call Pilot 5.0.41.167

## **PBX VERSION**

Communication Server 1000M MG/CP PIV (Upgraded from Nortel Option 81C)  
CP PIV - Pentium M 1.1 GHz



## PBX LICENSES

```
TRADITIONAL TELEPHONES 806 LEFT 32 USED 774
DECT USERS          0 LEFT 0 USED 0
IP USERS            0 LEFT 0 USED 0
BASIC IP USERS      0 LEFT 0 USED 0
TEMPORARY IP USERS  0 LEFT 0 USED 0
DECT VISITOR USER   0 LEFT 0 USED 0
ACD AGENTS          608 LEFT 29 USED 579
MOBILE EXTENSIONS   0 LEFT 0 USED 0
TELEPHONY SERVICES  0 LEFT 0 USED 0
CONVERGED MOBILE USERS 0 LEFT 0 USED 0
AVAYA SIP LINES     0 LEFT 0 USED 0
THIRD PARTY SIP LINES 0 LEFT 0 USED 0

PCA                 0 LEFT 0 USED 0
ITG ISDN TRUNKS    0 LEFT 0 USED 0
H.323 ACCESS PORTS 0 LEFT 0 USED 0
AST                 754 LEFT 16 USED 738
SIP CONVERGED DESKTOPS 0 LEFT 0 USED 0
SIP CTI TR87       0 LEFT 0 USED 0
SIP ACCESS PORTS   0 LEFT 0 USED 0
RAN CON            64 LEFT 32 USED 32
MUS CON            250 LEFT 186 USED 64

IP RAN CON         0 LEFT 0 USED 0
IP MUS CON         0 LEFT 0 USED 0
TNS                65535 LEFT 61861 USED 3674
ACDN               24000 LEFT 23749 USED 251
AML                16 LEFT 14 USED 2
IDLE_SET_DISPLAY CRA/ARC
LTID               65535 LEFT 65535 USED 0
RAN RTE            512 LEFT 506 USED 6
ATTENDANT CONSOLES 65535 LEFT 65535 USED 0
IP ATTENDANT CONSOLES 0 LEFT 0 USED 0
BRI DSL            10000 LEFT 10000 USED 0
DATA PORTS         65535 LEFT 65535 USED 0
PHANTOM PORTS      65535 LEFT 63420 USED 2115
TRADITIONAL TRUNKS 65535 LEFT 64962 USED 573
ELC ACCESS PORTS   0 LEFT 0 USED 0
DCH                255 LEFT 251 USED 4
```



## PBX CARDS

XCT-TDS/MF, 0, <Unavailable>  
CONF, 1, <Unavailable>  
PRI, 2, NT5D12AH0003NNTML21G1CB61105  
PRI, 3, NT5D12AH0003NNTML21G1CB61105  
Superloop, 4, NNTMENC65RJP NT8D04BA 09  
Superloop, 4, XPEC4 NNTMENC68THH NT8D01BC 14  
Superloop, 8, NNTMENC65RWW NT8D04BA 09  
Superloop, 8, XPEC4 NNTMENC68THH NT8D01BC 14  
MSDL, 10, NTBK51AA000  
MSDL, 11, NTBK51AA000  
MSDL, 11, NTBK51AA000  
PRI, 12, NT5D12AH0003NNTML21G3JC52705  
PRI, 13, NT5D12AH0003NNTML21G3JC52705  
MSDL, 13, NTBK51AA000  
XCT-TDS/MF, 16, <Unavailable>  
CONF, 17, <Unavailable>  
PRI, 18, NT5D12AH0005NNTML21GK4ZH4908  
PRI, 19, NT5D12AH0005NNTML21GK4ZH4908  
Superloop, 20, NNTMENC65RW3 NT8D04BA 09  
Superloop, 20, XPEC4 NNTMENC68TJK NT8D01BC 14  
Superloop, 24, NNTMENC65RMH NT8D04BA 09  
Superloop, 24, XPEC4 NNTMENC68TJK NT8D01BC 14  
PRI, 28, NT5D12AH0003NNTML21FXMH74804  
PRI, 29, NT5D12AH0003NNTML21FXMH74804  
XCT-TDS/MF, 32, <Unavailable>  
CONF, 33, <Unavailable>  
PRI, 34, NT5D12AH0003NNTML21G1C7Z1105  
PRI, 35, NT5D12AH0003NNTML21G1C7Z1105  
Superloop, 36, NNTMENC65RXP NT8D04BA 09  
Superloop, 36, XPEC4 NNTMENC68TJ5 NT8D01BC 14  
Superloop, 40, NNTMENC65RN5 NT8D04BA 09  
Superloop, 40, XPEC4 NNTMENC68TJ5 NT8D01BC 14  
PRI, 44, NT5D12AH0005NNTML21GK4ZP4908  
PRI, 45, NT5D12AH0005NNTML21GK4ZP4908  
PRI, 46, NT5D12AH0004NNTML21G3HT32605  
PRI, 47, NT5D12AH0004NNTML21G3HT32605  
XCT-TDS/MF, 48, <Unavailable>  
CONF, 49, <Unavailable>  
PRI, 50, NT5D12AH0003NNTML21FWZBT0205  
PRI, 51, NT5D12AH0003NNTML21FWZBT0205  
Superloop, 52, NNTMENC65RXH NT8D04BA 09  
Superloop, 52, XPEC4 NNTMENC68THK NT8D01BC 14  
Superloop, 56, NNTMENC65RN8 NT8D04BA 09  
Superloop, 56, XPEC4 NNTMENC68THK NT8D01BC 14  
PRI, 60, NT5D12AH0003NNTML21G19761105  
PRI, 61, NT5D12AH0003NNTML21G19761105  
XCT-TDS/MF, 64, <Unavailable>  
CONF, 65, <Unavailable>  
Superloop, 68, NNTMENC88LFC NT8D04BAE504  
Superloop, 68, XPEC4 NNTMENC87M6L NT8D01BC 15  
PRI, 72, NT5D12AH0003NNTML21FXM2L4804  
PRI, 73, NT5D12AH0003NNTML21FXM2L4804  
PRI, 74, NT5D12AH0005NNTML21GK4W24908  
PRI, 75, NT5D12AH0005NNTML21GK4W24908  
XCT-TDS/MF, 80, <Unavailable>  
CONF, 81, <Unavailable>  
Superloop, 84, NNTMENC88LGD NT8D04BAE504  
Superloop, 84, XPEC4 NNTMC900JX6P NT8D01BCE502  
PRI, 88, NT5D12AH0005NNTML21GK4ZL4908  
PRI, 89, NT5D12AH0005NNTML21GK4ZL4908  
FIJI, 0 0, NTRB33AD16NNTMENC6872P FPGA2122



FIJI, 0 1, NTRB33AD16NNTMENC661VF FPGA2122  
 cCNI, 0 9, NT4N65AC 1 NNTMENC667J0  
 cCNI, 0 10, NT4N65ACE51 NNTMENC896J2  
 SU, 0 15, NT4N48AA 3 NNTMENC4KYTL  
 CPPIV, 0 16, NT4N39AAE51 NNTM84N010U9  
 CLKC, 1 0, NTRB53AA11NNTMENC66V5W  
 FIJI, 1 0, NTRB33AD16NNTMENC677X FPGA2122  
 CLKC, 1 1, NTRB53AA11NNTMENC630L9  
 FIJI, 1 1, NTRB33AD16NNTMENC68766 FPGA2122  
 cCNI, 1 9, NT4N65AC 1 NNTMENC656B7  
 cCNI, 1 10, NT4N65ACE51 NNTMENC896K4  
 SU, 1 15, NT4N48AA 3 NNTMENC4M37E  
 CPPIV, 1 16, NT4N39AAE51 NNTM84N010P3  
 FIJI, 2 0, NTRB33BBE504NNTMENC893CN FPGAV65  
 FIJI, 2 1, NTRB33BBE504NNTMENC893M4 FPGAV65  
 ISDLC, 004 0 00, NT8D02GA 09 NNTMENC61DEW 0000  
 DTR, 004 0 01, NT8D16AB 05 NNTMENC7GF530000000  
 ISDLC, 004 0 02, NT8D02GA 09 NNTMENC61M3L 0000  
 ISDLC, 004 0 03, NT8D02GA 09 NNTMENC61LKD 0000  
 ISDLC, 004 0 04, NT8D02GA 09 NNTMENC61M4B 0000  
 500, 004 0 05, NT5D11AE 02 NNTMTS000DT3  
 500, 004 0 06, NT5D11AE 02 NNTMTS000DT3  
 ISDLC, 004 0 07, NT8D02GA 09 NNTMENC61E2D 0000  
 ISDLC, 008 0 08, NT8D02GA 09 NNTMENC61M1A 0000  
 ISDLC, 008 0 09, NT8D02GA 09 NNTMENC61LCK 0000  
 ISDLC, 008 0 10, NT8D02GA 09 NNTMENC61M96 0000  
 DTR, 008 0 11, NT8D16AB 05 NNTMENC66A8V0000000  
 DTR, 008 0 12, NT8D16AB 05 NNTMENC7GF4A0000000  
 DTR, 008 0 13,  
 DTR, 008 0 14, NT8D16AB 05 NNTMENC7GF500000000  
 EXUT, 008 0 15, NT8D14CA 03 NNTMENC5W4RV0000000  
 DTR, 020 0 01, NT8D16AB 05 NNTMENC7GF7V00000000  
 ISDLC, 020 0 02, NT8D02GA 09 NNTMENC61DV7 0000  
 ISDLC, 020 0 03, NT8D02GA 09 NNTMENC61DG4 0000  
 ISDLC, 020 0 04, NT8D02GA 09 NNTMENC61DVW 0000  
 ISDLC, 020 0 05, NT8D02GA 09 NNTMENC61E22 0000  
 DTR, 020 0 06, NT8D16AB 05 NNTMENC66AA60000000  
 DTR, 020 0 07, NT8D16AB 05 NNTMENC7GEYJ0000000  
 DTR, 024 0 08, NT8D16AB 05 NNTMENC7GF830000000  
 ISDLC, 024 0 09, NT8D02GA 09 NNTMENC61E0D 0000  
 ISDLC, 024 0 10, NT8D02GA 09 NNTMENC61E0Y 0000  
 ISDLC, 024 0 11, NT8D02GA 09 NNTMENC61MC2 0000  
 ISDLC, 024 0 12, NT8D02GA 09 NNTMENC61M48 0000  
 ISDLC, 024 0 13, NT8D02GA 09 NNTMENC61DER 0000  
 500, 024 0 14, NT5D11AE 02 NNTM840092MJ  
 500, 024 0 15, NT5D11AE 02 NNTM840092MJ  
 500, 036 0 01, NT8D09BB 02 NNTMENC652FL 0000  
 500, 036 0 02, NT5D11AE 02 NNTMTS10003M  
 500, 036 0 03, NT5D11AE 02 NNTMTS10003M  
 DTR, 036 0 04, NT8D16AB 05 NNTMENC7GEXM00000000  
 DTR, 036 0 05, NT8D16AB 05 NNTMENC7GF1K0000000  
 500, 036 0 06, NT8D09BB 02 NNTMENC652K5 0000  
 ISDLC, 040 0 08, NT8D02GA 09 NNTMENC65GL1 0000  
 ISDLC, 040 0 09, NT8D02GA 09 NNTMENC61DPH 0000  
 ISDLC, 040 0 10, NT8D02GA 09 NNTMENC61DPN 0000  
 ISDLC, 040 0 11, NT8D02GA 09 NNTMENC61DVR 0000  
 ISDLC, 040 0 12, NT8D02GA 09 NNTMENC61DV5 0000  
 DTR, 040 0 13, NT8D16AB 05 NNTMENC7GF4L0000000  
 DTR, 040 0 14, NT8D16AB 05 NNTMENC66AAK0000000  
 EXUT, 040 0 15, NTVQ01AB R06 NNTMENC66C7C 200518  
 500, 052 0 00, NT5D11AE 02 NNTM840092NE  
 500, 052 0 01, NT5D11AE 02 NNTM840092NE  
 ISDLC, 052 0 02, NT8D02GA 09 NNTMENC61DF4 0000  
 ISDLC, 052 0 03, NT8D02GA 09 NNTMENC61DVX 0000  
 ISDLC, 052 0 04, NT8D02GA 09 NNTMENC61DP7 0000  
 500, 052 0 05, NT5D11AE 02 NNTM840092MR  
 500, 052 0 06, NT5D11AE 02 NNTM840092MR



DTR , 052 0 07, NT8D16AB 05 NNTMENC66A520000000  
ISDLC, 056 0 08, NT8D02GA 09 NNTMENC61E1E 0000  
ISDLC, 056 0 09, NT8D02GA 09 NNTMENC61DP4 0000  
ISDLC, 056 0 10, NT8D02GA 09 NNTMENC61E0B 0000  
DTR , 056 0 11, NT8D16AB 05 NNTMENC66A930000000  
ISDLC, 056 0 12, NT8D02GA 09 NNTMENC61E31 0000  
ISDLC, 056 0 13, NTRB18DAE5 R04 NNTMENC88X9M 0849  
ISDLC, 056 0 14, NTRB18DAE5 R04 NNTMENC88X9T 0849  
500 , 068 0 00, NT5D11AE 04 NNTMTS1018JD  
500 , 068 0 01, NT5D11AE 04 NNTMTS1018JD  
500 , 068 0 02, NT5D11AE 04 NNTMTS101778  
500 , 068 0 03, NT5D11AE 04 NNTMTS101778  
500 , 068 0 04, NT5D11AEE5 05 NNTMTS2003HV  
500 , 068 0 05, NT5D11AEE5 05 NNTMTS2003HV  
500 , 068 0 06, NT5D11AEE5 05 NNTMTS2003HY  
500 , 068 0 07, NT5D11AEE5 05 NNTMTS2003HY  
DTR , 068 0 12, NT8D16AB 06 NNTMENC87T4C0000000  
DTR , 068 0 13, NT8D16AB 06 NNTMENC87T5G0000000  
DTR , 068 0 14, NT8D16AB 06 NNTMENC87T7G0000000  
DTR , 068 0 15, NT8D16AB 06 NNTMENC87T5V0000000  
500 , 084 0 00, NT8D09BB 02 NNTMENC652J1 0000  
ISDLC, 084 0 01, NT8D02HAE5 R03 NNTMC900J0Y3 1047  
ISDLC, 084 0 02, NT8D02HAE5 R03 NNTMC900J0XX 1047  
500 , 084 0 04, NT5D11AEE5 05 NNTMTS2003MC  
500 , 084 0 05, NT5D11AEE5 05 NNTMTS2003MC  
500 , 084 0 06, NT5D11AEE5 05 NNTMTS2003J4  
500 , 084 0 07, NT5D11AEE5 05 NNTMTS2003J4  
500 , 084 0 08, NT5D11AEE5 05 NNTMTS2003HN  
500 , 084 0 09, NT5D11AEE5 05 NNTMTS2003HN  
500 , 084 0 13, NT5D11AEE5 05 NNTMTS2003M9  
500 , 084 0 14, NT5D11AEE5 05 NNTMTS2003M9  
DTR , 084 0 15, NT8D16ABE5 R02 NNTMC900F54L



## PBX SETS

3904, 004 0 00 00, M3904 NTMN03FA 70 03 172C43 , 6E178 , 2164  
3904, 004 0 00 01, M3904 NTMN03FA 70 03 171ED9 , 7D156 , 3139  
3904, 004 0 00 02, M3904 NTMN03FA 70 03 172DE5 , 6D164 , 2150  
3904, 004 0 00 03, M3904 NTMN03FA 70 03 172C3D , 6E193 , 2179  
3904, 004 0 00 04, M3904 NTMN03FA 70 03 172860 , 7A11 , 3010  
3904, 004 0 00 05, M3904 NTMN03FA 70 03 172D82 , 6E183 , 2169  
3904, 004 0 00 06, M3904 NTMN03FA 70 03 16754A , 6B71 , 2062  
3904, 004 0 00 07, M3904 NTMN03FA 70 03 1729AF , 7A21 , 3020  
3904, 004 0 00 08, M3904 NTMN03FA 70 03 17292F , 7B46 , 3235  
3904, 004 0 00 09, M3904 NTMN03FA 70 03 172A01 , 6E199 , 2185  
3904, 004 0 00 10, M3904 NTMN03FA 70 03 172B7C , 7A16 , 3015  
3904, 004 0 00 11, M3904 NTMN03FA 70 03 172B64 , 6C134 , 2125  
3904, 004 0 00 12, M3904 NTMN03FA 70 03 172CAA , 7A26 , 3025  
3904, 004 0 00 13, M3904 NTMN03FA 70 03 1725FF , 6B88 , 2079  
3904, 004 0 00 14, M3904 NTMN03FA 70 03 172734 , 6C126 , 2116  
3904, 004 0 00 15, M3904 NTMN03FA 70 03 172176 , 606D , 4495  
3904, 004 0 02 00, M3904 NTMN03FC 70 03 84BCB0 , 7B79 , 3072  
3904, 004 0 02 01, <Unavailable> , 6F214 , 2200  
3904, 004 0 02 02, M3904 NTMN03FA 70 03 172B05 , 7E197 , 3180  
3904, 004 0 02 03, M3904 NTMN03FA 70 03 172CB2 , 7E161 , 3144  
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2008, 056 0 13 21, <Unavailable>, ACC16 , 5621



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2008, 056 0 14 06, <Unavailable>, ACC33 , 5638  
2008, 056 0 14 07, <Unavailable>, ACC34 , 5639  
2008, 056 0 14 08, <Unavailable>, ACC35 , 5640  
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3904, 084 0 02 05, M3904 NTMN03FC 70 03 84BC24 , 6F239 , 2251  
3904, 084 0 02 06, M3904 NTMN03FA 70 03 172AFF , 6F240 , 2252  
3904, 084 0 02 07, M3904 NTMN03FC 70 03 849F65 , 6F241 , 2253  
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## Annex B - LABORATORY CONFIGURATION DETAILS

### GENESYS APPLICATIONS

Host Name	App Type	App Name	Redundancy Type	App Version
SH01FAXX0001	Configuration Server	confserv_Proxy_P	Warm Standby	8.0.300.30
SH01FAXX0001	Data Sourcer	DataSourcer_P	Hot Standby	7.6.000.21
SH01FAXX0001	DB Server	DBServer_ODS_P	Warm Standby	8.0.300.07
SH01FAXX0001	Stat Server	StatServer_CCA_P	Warm Standby	8.0.000.30
SH01FAXX0001	Stat Server	StatServer_CCP_P	Warm Standby	8.0.000.30
SH01FAXX0002	Configuration Server	confserv_Proxy_B	Warm Standby	8.0.300.30
SH01FAXX0002	Data Mart	ETL_Service	Not Specified	7.6.000.17
SH01FAXX0002	DB Server	DBServer_ODS_B	Warm Standby	8.0.300.07
SH01FAXX0002	Stat Server	StatServer_CCA_B	Warm Standby	8.0.000.30
SH01FAXX0002	Stat Server	StatServer_CCP_B	Warm Standby	8.0.000.30
SH01FAXX0003	Configuration Server	confserv	Warm Standby	8.0.300.30
SH01FAXX0003	DB Server	cfg_dbserver	Warm Standby	8.0.300.07
SH01FAXX0003	DB Server	DBServer_ERS_P	Warm Standby	8.0.300.07
SH01FAXX0003	DB Server	DBServer_Log_P	Warm Standby	8.0.300.07
SH01FAXX0003	DB Server	DBServer_OCS_P	Warm Standby	8.0.300.07
SH01FAXX0003	License Manager	FlexLM (Not defined in CME)	NA	9.5
SH01FAXX0003	Message Server	MessageServer_P	Warm Standby	8.0.300.05
SH01FAXX0003	Outbound Contact Server	OutboundContactServer_P	Warm Standby	8.0.001.18
SH01FAXX0003	Solution Control Server	SolutionControlServer_P	Warm Standby	8.0.300.03
SH01FAXX0003	Stat Server	StatServer_ERS_P	Warm Standby	8.0.000.30
SH01FAXX0003	Stat Server	StatServer_OCS_P	Warm Standby	8.0.000.30
SH01FAXX0003	T-Server	TServer_LabSwitch_P	Hot Standby	8.0.101.03
SH01FAXX0003	Universal Routing Server	UniversalRoutingServer_AA_RONA_P	Hot Standby	8.0.100.17
SH01FAXX0003	Universal Routing Server	UniversalRoutingServer_P	Hot Standby	8.0.100.17
SH01FAXX0004	Configuration Server	confserv_B	Warm Standby	8.0.300.30
SH01FAXX0004	DB Server	cfg_dbserver_B	Warm Standby	8.0.300.07
SH01FAXX0004	DB Server	DBServer_ERS_B	Warm Standby	8.0.300.07
SH01FAXX0004	DB Server	DBServer_Log_B	Warm Standby	8.0.300.07
SH01FAXX0004	DB Server	DBServer_OCS_B	Warm Standby	8.0.300.07
SH01FAXX0004	License Manager	FlexLM (Not defined in CME)	NA	9.5
SH01FAXX0004	Message Server	MessageServer_B	Warm Standby	8.0.300.05
SH01FAXX0004	Outbound Contact Server	OutboundContactServer_B	Warm Standby	8.0.001.18
SH01FAXX0004	Solution Control Server	SolutionControlServer_B	Warm Standby	8.0.300.03
SH01FAXX0004	Stat Server	StatServer_ERS_B	Warm Standby	8.0.000.30
SH01FAXX0004	Stat Server	StatServer_OCS_B	Warm Standby	8.0.000.30
SH01FAXX0004	T-Server	TServer_LabSwitch_B	Hot Standby	8.0.101.03
SH01FAXX0004	Universal Routing Server	UniversalRoutingServer_AA_RONA_B	Hot Standby	8.0.100.17
SH01FAXX0004	Universal Routing Server	UniversalRoutingServer_B	Hot Standby	8.0.100.17



Host Name	App Type	App Name	Redundancy Type	App Version
SH01FAXX0005	GVP CTI Connector	CTIConnector_1	Not Specified	8.1.301.35
SH01FAXX0005	GVP Media Control Platform	MediaControlPlatform_1	Not Specified	8.1.310.05
SH01FAXX0005	GVP Reporting Server	ReportingServer	Not Specified	8.1.301.26
SH01FAXX0005	GVP Resource Manager	ResourceManager_1	Not Specified	8.1.310.01
SH01FAXX0005	T-Server	IVRServer_GVP_1	Not Specified	8.0.000.14
SH01FAXX0005	T-Server	SIPServer_1	Not Specified	8.0.400.50
SH01FAXX0006	Genesys Administrator	IIS Webserver (Not defined in CME)	NA	8.0.300.21
SH01FAXX0006	GVP PSTN Connector	PSTNConnector	Not Specified	8.1.310.02
SH01FAXX0006	GVP PSTN Connector	PSTNConnector_COLD_STBY	Not Specified	8.1.310.02
SH01FAXX0007	CPD Server	CPD_B	Warm Standby	8.0.001.01
SH01FAXX0007	CPD Server	CPD_P	Warm Standby	8.0.001.01
SH01FAXX0007	GVP CTI Connector	CTIConnector_2	Not Specified	8.1.301.35
SH01FAXX0007	GVP Media Control Platform	MediaControlPlatform_2	Not Specified	8.1.310.05
SH01FAXX0007	GVP Reporting Server	ReportingServer_COLD_STBY	Not Specified	8.1.301.26
SH01FAXX0007	GVP Resource Manager	ResourceManager_2	Not Specified	8.1.310.01
SH01FAXX0007	T-Server	IVRServer_GVP_2	Not Specified	8.0.000.14
SH01FAXX0007	T-Server	SIPServer_2	Not Specified	8.0.400.50



## **NORTEL SOFTWARE**

Nortel CCMS 6SU08

## **PBX VERSION**

Option 61(C)/CP PIV  
CP PIV - Pentium M 1.1 GHz



## PBX LICENSES

ANALOGUE TELEPHONES	116	LEFT	25	USED	91
CLASS TELEPHONES	0	LEFT	0	USED	0
DIGITAL TELEPHONES	48	LEFT	32	USED	16
DECT USERS	0	LEFT	0	USED	0
IP USERS	0	LEFT	0	USED	0
BASIC IP USERS	0	LEFT	0	USED	0
TEMPORARY IP USERS	0	LEFT	0	USED	0
DECT VISITOR USER	0	LEFT	0	USED	0
ACD AGENTS	107	LEFT	1	USED	106
MOBILE EXTENSIONS	0	LEFT	0	USED	0
NORTEL SIP LINES	0	LEFT	0	USED	0
THIRD PARTY SIP LINES	0	LEFT	0	USED	0
PCA	0	LEFT	0	USED	0
ITG ISDN TRUNKS	0	LEFT	0	USED	0
H.323 ACCESS PORTS	0	LEFT	0	USED	0
AST	84	LEFT	18	USED	66
SIP CONVERGED DESKTOPS	0	LEFT	0	USED	0
SIP CTI TR87	0	LEFT	0	USED	0
SIP ACCESS PORTS	0	LEFT	0	USED	0
RAN CON	4	LEFT	0	USED	4
MUS CON	2	LEFT	2	USED	0
TNS	32760	LEFT	32599	USED	161
ACDN	24000	LEFT	23687	USED	313
AML	16	LEFT	15	USED	1
IDLE_SET_DISPLAY NORTEL					
LTID	32760	LEFT	32760	USED	0
RAN RTE	512	LEFT	511	USED	1
ATTENDANT CONSOLES	32760	LEFT	32760	USED	0
BRI DSL	10000	LEFT	10000	USED	0
DATA PORTS	32760	LEFT	32760	USED	0
PHANTOM PORTS	32760	LEFT	32760	USED	0
TRADITIONAL TRUNKS	32760	LEFT	32736	USED	24
DCH	255	LEFT	254	USED	1



## PBX CARDS

XCT-TDS/MF, 0, <Unavailable>  
CONF, 1, <Unavailable>  
PRI, 2, NT5D12AH0005NNTML21GKDSH2408  
Superloop, 4, NNTM183209E2 NT8D04BA 05  
Superloop, 4, XPEC4 NNTMENC5AE7L NT8D01BC 13  
MSDL, 14, NTBK51AA000  
XCT-TDS/MF, 16, <Unavailable>  
CONF, 17, <Unavailable>  
Superloop, 20, NNTMENC875CG NT8D04BAE503  
Superloop, 20, XPEC4 NNTMENC86R70 NT8D01BC 15  
CLKC, 0 0, NTRB53AA11NNTMENC630ML  
CLKC, 0 1, NTRB53AA26NNTMENC87JED  
cCNI, 0 9, NT4N65AC 08 NNTMENC87HM3  
SU, 0 15, NT4N48BAE502 NNTMENC883E6  
CPPIV, 0 16, NT4N39AAE501 NNTM84N00RMZ  
cCNI, 1 9, NT4N65AC 08 NNTMENC87HL3  
SU, 1 15, NT4N48BAE502 NNTMENC883C3  
CPPIV, 1 16, NT4N39AAE501 NNTM84N00KWF  
DLC, 004 0 00, NT8D02AB 0321UL0000000000000000  
DTR, 004 0 01, NT8D16AB 04 NNTM8400760500000000  
500, 004 0 04, NT5D11AE 02 NNTM84008XPL  
500, 004 0 05, NT5D11AE 02 NNTM84008XPL  
EXUT, 004 0 06, NTEZ56AA R17 NNTMEJ01AC48 200326  
DTR, 004 0 07, NT8D16AB 04 NNTM1831WDAC00000000  
500, 004 0 08, NT8D09BA 05 NNTM60GC55NJ 0000  
500, 004 0 09, NT8D09BA 05 NNTM60GC5B2L 0000  
500, 004 0 10, NT8D09BA 05 NNTM60GC1BNF 0000  
500, 004 0 11, NT8D09BA 05 NNTM60GC1BMB 0000  
DTR, 004 0 15, NT8D16AB 04 NNTM840075L800000000  
500, 020 0 03, NT5D11AE 04 NNTMTS101D84  
500, 020 0 04, NT5D11AE 04 NNTMTS101D84



## PBX SETS

3905, 004 0 00 00, M3905	NTMN35GA 70 01 0B7F7E , LAB1 , 5504
3905, 004 0 00 01, M3905	NTMN35GA 70 01 0B7B2C , LAB2 , 5505
3905, 004 0 00 02, M3905	NTMN06EA 70 03 04976A , LAB3 , 5506
3905, 004 0 00 03, M3905	NTMN06EA 70 03 049A2F , LAB4 , 6305
3905, 004 0 00 04, M3905	NTMN35GA 70 01 0B7B2B , LAB5 , 5508
3905, 004 0 00 05, M3905	NTMN35GA 70 01 0B7B2F , LAB6 , 5509
3905, 004 0 00 06, M3905	NTMN35GA 70 01 0B7B29 , LAB7 , 5511
3905, 004 0 00 07, M3905	NTMN35GA 70 01 0B7B31 , LAB8 , 5512
3905, 004 0 00 08, M3905	NTMN35GA 70 01 0AE1D0 , LAB9 , 5513
3905, 004 0 00 09, M3905	NTMN35GA 70 01 0B7B32 , LAB10 , 5514
3904, 004 0 00 10, M3904	NTMN03FA 70 03 172A5B , LAB11 , 5515
3904, 004 0 00 11, M3904	NTMN03FE 70 01 85C3B9 , LAB12 , 5516
3904, 004 0 00 12, M3904	NTMN03FE 70 01 85C459 , LAB13 , 5517
3904, 004 0 00 13, M3904	NTMN03FE 70 01 85C44E , LAB14 , 5518
3904, 004 0 00 14, M3904	NTMN03FE 70 01 85C3D3 , LAB15 , 5519
3904, 004 0 00 15, M3904	NTMN03FE 70 01 85C446 , LAB16 , 5544



## Annex C - MONTHLY MAINTENANCE INSPECTION FORM

MONTHLY MAINTENANCE INSPECTION FORM				
Site Name:		Date Performed:		
	Action	Result	Technician Comments <sup>2</sup>	
PBX	<input type="checkbox"/> system logs reviewed for errors and warnings	<input type="checkbox"/> OK <sup>3</sup> <input type="checkbox"/> RA <sup>4</sup>		
	<input type="checkbox"/> PBX remote access confirmed	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> batteries visually inspected for swelling or leaks	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> tape heads cleaned	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> system configuration data backup created – 1 copy left on site, 1 copy returned to Maintenance Office	<input type="checkbox"/> OK <input type="checkbox"/> RA		
Voice Mail	<input type="checkbox"/> system logs reviewed for errors and warnings	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> disk storage as a percentage of capacity	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> each voice mail port accessed and operational	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> create two (2) copies of system data backup – leave 1 copy on site and return 1 copy to the Maintenance Office	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	Backup Label:			
ACD MIS	<input type="checkbox"/> system logs reviewed for errors and warnings	<input type="checkbox"/> OK <input type="checkbox"/> RA		
	<input type="checkbox"/> disk storage as a percentage of capacity	<input type="checkbox"/> OK <input type="checkbox"/> RA		
Technician Signature				

<sup>2</sup> ‘Technician Comments’ – provided for Technician to note any observations, notes, test results, or corrective action which may be required

<sup>3</sup> ‘OK’ – indicates that identified action has been completed and no deficiencies exist

<sup>4</sup> ‘RA’ – indicates that identified action has been completed and corrective action is required



## Annex D - SEMI-ANNUAL MAINTENANCE INSPECTION FORM

SEMI-ANNUAL MAINTENANCE INSPECTION FORM			
Site Name:		Date Performed:	
	Action	Result	Technician Comments <sup>5</sup>
PBX	<input type="checkbox"/> system logs reviewed for errors and warnings	<input type="checkbox"/> OK <sup>6</sup> <input type="checkbox"/> RA <sup>7</sup>	
	<input type="checkbox"/> PBX remote access confirmed	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> batteries visually inspected for swelling or leaks	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> tape heads cleaned	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> system configuration data backup created – 1 copy left on site, 1 copy returned to Maintenance Office	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> each PSTN access verified to be functional	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> measure and record all battery voltage levels	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> battery charge current	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> float and high-rate voltage setting	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> disconnect AC power and ensure PBX continues to operate <b>**only to be performed outside of business hours</b>	<input type="checkbox"/> OK <input type="checkbox"/> RA	
<input type="checkbox"/> conduct detailed traffic analysis of all	<input type="checkbox"/> OK <input type="checkbox"/> RA		

<sup>5</sup> 'Technician Comments' – provided for Technician to note any observations, notes, test results, or corrective action which may be required

<sup>6</sup> 'OK' – indicates that identified action has been completed and no deficiencies exist

<sup>7</sup> 'RA' – indicates that identified action has been completed and corrective action is required



SEMI-ANNUAL MAINTENANCE INSPECTION FORM			
Site Name:			Date Performed:
	Action	Result	Technician Comments <sup>5</sup>
	<input type="checkbox"/> PBX trunk routes and PSTN accesses		
	<input type="checkbox"/> ensure traffic is evenly distributed across PBX	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> perform a security audit	<input type="checkbox"/> OK <input type="checkbox"/> RA	
Voice Mail	<input type="checkbox"/> system logs reviewed for errors and warnings	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> disk storage as a percentage of capacity	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> each voice mail port accessed and operational	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> create two (2) copies of system data backup – leave 1 copy on site and return 1 copy to the Maintenance Office	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	Backup Label:		
ACD MIS	<input type="checkbox"/> system logs reviewed for errors and warnings	<input type="checkbox"/> OK <input type="checkbox"/> RA	
	<input type="checkbox"/> disk storage as a percentage of capacity	<input type="checkbox"/> OK <input type="checkbox"/> RA	
Technician Signature			



**Annex E - MAC ORDER SHEET**

SSC QUOTE / MAC ORDER SHEET	
Service Point Information:	Contact Information:
<b>Site Identifier:</b> <b>Address:</b> <b>City:</b> <b>Province:</b> <b>Postal Code:</b> <b>Floor #:</b> <b>Room #:</b>	<b>Primary On-site Contact:</b>  <b>Main Phone #:</b> <b>Alternate Phone #:</b> <b>Fax #:</b> <b>Email:</b> <b>Additional Info:</b>
	<b>Technical Contact:</b> <b>Main Phone #:</b> <b>Alternate Phone #:</b> <b>Fax #:</b> <b>Email:</b> <b>Additional Info:</b>
Vendor Information (To be completed by the Vendor Only)	
<b>Project number:</b> <b>Quote ID:</b> <b>Quote date:</b> <b>Quote expired date:</b> <b>Estimated Number of regular hours:</b> <b>Estimated Number of Overtime hours:</b> <b>Estimated Number of Professional hours:</b> <b>Estimated Cost:</b>	<u><b>If changes are required after work completed</b></u>  <b>Actual regular hours:</b> <b>Actual Overtime hours:</b> <b>Actual Professional hours:</b>
Description of work to be performed:	
<b>Service Required:</b> <b>Environment:</b> <b>Requested Service Date:</b> <b>Number Cable drops:</b>	
Special remarks	

**Acceptance:**

Date work completed:

SSC Signature:

Technician Name:



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APPENDIX B: SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat <b>2B0KB-13-1330</b>
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (L.V.E.R.S.)

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
Shared Services Canada		Operations - Finance Portfolio	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Issue competitive RFP to establish a contract for Maintenance and Support services ("No and When Required") for a collection integrated call centre that handles outgoing calls initiated by CRA and incoming calls from the Canadian public, and a laboratory environment that allows CRA to support applications and technology deployed at the Debt Management Call Centre.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont soumise aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion		7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>		Not releasable / À ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of Information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET <input type="checkbox"/>	COMINT TOP SECRET / COMINT TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>	
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>	
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>	
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-100(2004/12)

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat <b>2B0KB-13-1330</b>
Security Classification / Classification de sécurité

**PROTECTED AND/OR CLASSIFIED INFORMATION / RENSEIGNEMENTS PROTÉGÉS ET/OU CLASSIFIÉS**

9. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité:

10. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:  
Document Number / Numéro du document:

**PERSONNEL / PERSONNEL REQUIS**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
Commentaires spéciaux: \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PRODUCTION / MANUFACTURE, RÉPARATION, MODIFICATION DE L'ÉQUIPEMENT / FOURNISSEMENT**

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / Oui

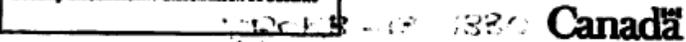
**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Contract Number / Numéro du contrat <b>2B0KB-13-1330</b>
Security Classification / Classification de sécurité

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement insérées dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO RESTREINT	NATO CONFIDENTIAL NATO CONFIDENTIAL	NATO SECRET	TOP SECRET TRÈS SECRET	PROTECTED PROTÉGÉ					
											A	D	C	CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
Commodity / Article Matériels / Éléments Matériels																
IT Media / Support (if link) Média / Support (si lien)																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par le présent LVERB est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERB sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



## **APPENDIX C: INSURANCE REQUIREMENTS**

Not applicable



## APPENDIX D: ACCESS TO CROWN PROPERTY FOR TELECOMMUNICATION SERVICES

### 1. ACCESS

#### 1.1 Equipment Area and Use

- (a) Canada grants to the Contractor, for the Contract Period, access:
- (i) To install, maintain, operate, repair, replace, and remove, at the Contractor's sole expense and risk, "**Communications Equipment**" (defined as the cabinets, racks and other electronic equipment specified by Canada), on and in the Equipment Area (as specified by Canada) on the lands and buildings defined in the Contract for the supply of telecommunications services (the "**Property**");
  - (ii) To install, maintain, operate, repair and replace, at the Contractor's sole expense and risk, certain "**Connecting Equipment**" (the cables, conduits, inner ducts, connecting hardware and other passive equipment, as specified by Canada), together with the right to pull that Connecting Equipment through the Property's "**Entrance Link**" (defined as the core sleeve penetration through the Property foundation) and through other "**Property Communications Spaces**" (defined as the telecommunications pathways necessary to reach from the Entrance Link to the Contractor's Equipment Area in the Building and from the Equipment Area to the Contractor's customers, as may be necessary to provide telecommunications services to the Contractor's customers, as designated and approved by Canada). The Contractor's Communications Equipment and the Contractor's Connecting Equipment are collectively referred to in these provisions as the "**Contractor's Equipment**", and the Entrance Link, Property Communications Spaces and Equipment Area are collectively referred to as the "**Access Area**";
  - (iii) To use Canada's existing telecommunications wiring, if available, consistent with the most current CRTC guidelines (or, if there are no CRTC guidelines, consistent with best practices within the industry) for use of such wiring, in order to connect the Contractor's Equipment to the users located in the Property. Canada may permit use of existing Property Entrance Link and existing Property wiring only to the extent that Canada has the possession of and authority to allow such use of these facilities. In no event will Canada be obligated to provide the Contractor with use of facilities to the



extent that it does not own, control, or have authority to allow that usage; and

- (iv) For right of ingress and egress for the Contractor's employees, servants and agents, customers and invitees, and the use of the elevators, entrances lobbies, hallways, stairways, driveways, common loading and stopping Equipment Areas in and about the Property, the "**Common Equipment Areas**".
- (b) Canada will provide floor space in the Property and in a "**Equipment Area**" location designated by Canada. Canada has the right, in its sole discretion, to reasonably limit the type, size and location of the Contractor's Equipment located in the Property.
- (c) The access granted is not exclusive. Canada has the right to grant, renew or extend similar rights to others.
- (d) The Contractor must use the Access Area solely for the purpose of providing Canada with telecommunications services ("**Permitted Use**"). The Contractor is expressly forbidden to serve other properties or other users from this location without the prior written permission of Canada which permission may be withheld without cause. Additional fees and conditions may be required, as agreed to between the Parties, for using the Contractor's Equipment Area as a service point for other properties outside the Property.
- (e) The Contractor acknowledges that the Contractor does not and must not claim at any time any interest or estate of any kind or extent whatsoever in the Property, Property Communications Spaces, or Equipment Area by virtue of these provisions or the Contractor's use of the Property, Property Communications Spaces or Equipment Area. The Contractor further acknowledges that in no event will the relationship between Canada and the Contractor be considered to be a landlord-tenant relationship and that in no event will the Contractor be entitled to avail itself of any rights afforded to tenants under the laws of the Province that govern the Contract.

## 1.2 Inspection

Canada makes no warranty or representation that the Access Area or the Property is suitable for the Contractor's use. The Contractor therefore acknowledges and agrees that access to the Equipment Areas is being provided on an "as is" basis in the then-existing condition. There is no covenant, agreement, promise, representation, warranty, condition or undertaking, whether



expressed or implied, collateral or otherwise, whether oral or written, by or binding on Canada or any agent or any representative or any other person with respect to any zoning, use, development, alteration or decoration, or installation of equipment or fixtures in or in connection with the Access Area or any part, unless expressly set forth in these provisions.

### **1.3 Contractor's Warranty**

The Contractor warrants that the operation of the Contractor's Equipment will not interfere with the operation of any existing radio or telecommunication equipment installed in the Property, nor will the operation of the Contractor's Equipment interfere with the use and enjoyment of the Property by any other occupant of the Property and their employees, customers and invitees. If the operation of the Contractor's Equipment does interfere with the operation of any existing radio or telecommunication equipment installed in the Property, and if the Contractor fails to remedy this condition within 24 hours after notice by Canada, then Canada may, in addition to its rights under Section 4.2 of these provisions, enter into the Equipment Area and remedy the condition giving rise to the interference and the Contractor must pay to Canada the cost of doing so, plus a sum equal to 15% of the cost representing Canada's overhead.

### **1.4 Telecommunication Management**

- (a) The Contractor acknowledges and agrees that Canada will have the right, but not the obligation, to co-ordinate, restrict, enforce and approve all third party riser management firms who wish access to the building's risers. The Contractor acknowledges that Canada may retain a riser management firm or other third party manager to co-ordinate, supervise and approve the work of all telecommunication contractors, at Canada's cost unless otherwise specified in these provisions or agreed to in advance by the Contractor.
  
- (b) The Contractor recognizes that Canada may desire to provide access to existing and future telecommunications service providers of Property tenants, and Canada may consider it desirable to achieve this objective through shared usage of some or all of the Property Communications Spaces. Canada may purchase from the Contractor those portions of the Contractor's Connecting Equipment (excluding wiring) that the Crown, in its sole discretion, determines is necessary to incorporate efficiencies in the Property Communication Spaces. Canada acknowledges that the Contractor may be bound by service agreements with clients located in the Property to retain ownership of its Connecting Equipment and cannot be compelled to sell those portions of the Contractor's Connecting Equipment. The purchase price of those portions of Contractor's Connecting Equipment will be determined in accordance with: the provisions set out in the Contract or, if not set out in the Contract, then on



the basis of their undepreciated capital cost at the time of Canada's written notice to purchase. In connection with any such purchase, Canada agrees to negotiate the terms of the Contract to allow for continued use of the sold Connecting Equipment by the Contractor, at a price that reflects fair market rates.

- (c) If Canada wishes to purchase any wiring that forms part of the Connecting Equipment, the terms will be negotiated between Canada and the Contractor.

## **1.5 Access**

The Contractor may only have access to the Access Area under these provisions and in accordance with the instructions of the property manager responsible for the Property. The Contractor acknowledges and agrees that its representatives or contractors may be required to obtain suitable security clearance before obtaining access to the Access Area. The Contractor may have access to the Access Areas 24 hours a day, 7 days a week as long as the Contractor provides Canada with as much prior notice as possible, and if the Contractor requires access before 8:00 a.m. or after 6:00 p.m. between Monday and Friday or at any time on a Saturday, Sunday or statutory holiday, unless Canada has agreed otherwise, the Contractor must pay an additional fee based on an agreed hourly rate as per the "Public Works Canada Services Program - Hourly Billable Rates Table" directive effective as of the date of this Access Agreement and as amended from time to time.

## **2. ADDITIONAL COSTS**

### **2.1 Costs of Other Services**

(a) The Contractor must pay to Canada all utility, security and supervision charges for providing additional services in connection with the installation and operation of the Communications Equipment as reasonably determined by Canada from time to time. If requested in writing by the Contractor, Canada will provide a cost estimate in advance of supplying or performing these services at the Contractor's cost. If Canada chooses not to provide any services to the Contractor, then they must be provided only by persons approved in writing by Canada acting reasonably.

(b) Unless otherwise expressly agreed to by Canada and Contractor to the contrary, the cost of all work, materials and other services requested by Contractor and performed or supplied by Canada respecting the Equipment Area plus an administration fee of 15% on that amount must be paid by the Contractor.

### **2.2 Payment**



The Contractor will pay to Canada, within 30 calendar days following receipt of invoices, all amounts required to be paid by the Contractor under these provisions, failing which the Contractor will be in default under the Contract. All amounts payable by the Contractor past due will bear interest from the date on which they became due until the date of payment at the same rate as payments due by Canada to the Contractor under the General Conditions under the section entitled "Interest on Overdue Accounts".

### **3. CONSTRUCTION AND MAINTENANCE**

#### **3.1 Construction**

- (a) The Contractor, at its expense and at all times under the supervision of Canada, must install the Contractor's Equipment (if any), including any and all fittings, anchors and other materials used to secure the Contractor's Equipment to the Access Area; must prepare the Equipment Area and must carry out any Contractor's Additional Work, described in Section 3.1 (c); all of which work is collectively referred to as the "**Installation Work**". The Installation Work must be of a first class professional nature, quality and design, and is subject to Canada's prior written approval. The Installation Work and the Communications Equipment must be provided and installed by the Contractor in accordance with the plans, drawings and specifications submitted by the Contractor in advance, which will require Canada's prior written approval. In no event will Canada's approval of those plans be considered a representation that Contractor's Equipment will not cause interference with other systems in the Property or that Contractor's plans comply with applicable laws, rules or regulations, since that responsibility will remain with the Contractor.
  
- (b) The Installation Work must be performed: (i) at the sole cost of the Contractor; (ii) by contractors and workmen approved by Canada; (iii) in a good and workmanlike manner; (iv) in accordance with drawings and specifications approved by Canada; (v) in accordance with all applicable laws and regulations; (vi) subject to the reasonable regulations, supervision, control and inspection of Canada; and (vii) subject to such indemnification against liens and expenses as Canada reasonably requires. Upon completion of the Installation Work and any and all subsequent alterations, the Contractor must, at its expense, submit to Canada a complete set of "as-built" mechanical, electrical, architectural and structural drawings, and electronic copies, of the Equipment Area reflecting the completed work. The Contractor must pay to Canada the Crown's reasonable costs of reviewing the drawings and specifications and supervising all such work. Despite the foregoing, Canada will have the right to perform any or all of the building related Installation Work at the Contractor's cost, and the Contractor must pay to Canada the cost of this



- related work plus a sum equal to 15% of such cost representing the Crown's overhead, all as reasonably determined by Canada.
- (c) The Contractor must, at its sole cost, obtain all required permits, accesses, consents and other approvals, as the case may require, for the installation, maintenance and operation of the Contractor's Equipment. Where required by Canada, the Contractor must obtain the written assurances of a professional engineer with respect to the Installation Work conforming to all required safety measures including wind load resistance and floor load capacity. Canada, as the tenant and the holder of the applicable underlying rights, will provide all reasonably necessary cooperation to the Contractor to secure the necessary permits, accesses, consents and approvals.
  - (d) For all new installations, the Contractor must label each cable placed in the telecommunications pathways, in each telephone closet through which cables pass, with identification information including, but not limited to, the Contract serial number, the floor where the cable originates and the floor where cable terminates, and any other information as may be reasonably required by Canada.
  - (e) The Contractor will not, during construction or otherwise, block access to or in any way obstruct, interfere with or hinder the use of the Property's loading docks, the sidewalks around the Property or any of its entranceways. If this occurs, the Contractor must take corrective action as promptly as feasible, but in no event more than 24 hours following notice by Canada.
  - (f) The Contractor is solely responsible for all costs for the construction of any additional facilities including, but not limited to, risers and telecom rooms, if these facilities are required to accommodate the installation of the Contractor's Equipment.
  - (g) Canada may: (i) alter, construct improvements to, rearrange and construct additional facilities in the Property; (ii) relocate the facilities and improvements in or comprising the Property; (c) do whatever things on or in the Property are required to comply with any laws, by-laws, regulations, orders or directives affecting the Property or any part of it; and (d) do whatever other things on or in the Property as Canada determines to be advisable.

### **3.2 Hazardous Materials**

- (a) The Contractor will not install or bring any hazardous substance or material onto the Property. If any hazardous materials are installed or brought into the Property by or on behalf of Contractor, then the Contractor must cause their removal within 24 hours. If the Contractor



discovers, uncovers, disturbs, or otherwise reveals any existing hazardous materials within the Property, the Contractor must immediately stop any work in progress and report its findings to Canada within 24 hours. The Contractor must not conduct any further work in the reported Equipment Area without Canada's prior written approval.

- (b) The Contractor will have three options upon discovery of pre-existing hazardous material and cessation of work as described above: (i) reroute its planned access route to avoid the hazardous material Equipment Areas; (ii) terminate Access according to the procedure described in Section 4; (iii) reschedule its installation work to a period after Canada has completed corrective action; however, the Contractor may terminate the right to use the Access Area by giving written notice to Crown if that corrective action has not been started and diligently pursued within 30 calendar days after Canada receives notice of the Contractor's discovery of the hazardous materials. If (i) is not possible or (iii) causes delays in the installation work, the Contractor is released from its obligations to provide the telecommunications services to require the right to use the affected Access Area.

### **3.3 Maintenance and Repair**

- (a) All maintenance, repairs and replacements of or to the Contractor's Equipment and any and all fittings, anchors and other materials used to secure the Communications Equipment on the Equipment Area must be performed by, and will be the sole responsibility of, the Contractor, at its sole expense.
- (b) Except for the maintenance, repairs and replacements referred to in Section 3.3 (a) above, all maintenance, repairs or replacements (whether structural, major or otherwise) of or to the Access Area or any other part of the Property due to or arising from: (i) the Contractor's use of the Access Area, (ii) the installation or operation of the Contractor's Equipment, or (iii) the installation of any wiring in connection with the Contractor's Equipment, will be performed by Canada, at the Contractor's sole cost.
- (c) If: (i) the Property is damaged or destroyed or requires repair, replacement or alteration as a result of the act or omission of the Contractor, its employees, agents, invitees, licensees, contractors or others for whom it is in law responsible; or (ii) if Canada determines that any repairs, replacements or improvements to any part of the Property, including, without limitation, to any of the systems of the Property, are required as a result of the use of the Access Area by the Contractor, the Contractor must pay to Canada the cost of the resulting repairs, replacements, improvements or alterations.



- (d) If Canada determines that: (i) the presence of the Contractor's Equipment in the Property; (ii) the state of repair of the Contractor's Equipment; or (iii) the Contractor's use of the Property, creates an emergency situation, Canada will, without notice to the Contractor, take any actions that Canada determines are required to remedy the emergency and the Contractor must pay to Canada the cost of those actions, plus a sum equal to 15% of that cost (representing Canada's overhead).

#### **4. TERMINATION**

##### **4.1 Restoration of the Equipment Area**

- (a) Except as may be specifically provided for in this Section, the Contractor's Equipment will at all times remain the property of the Contractor. The Contractor, at the expiration or earlier termination of the right to use the Access Area, at its cost must: (i) remove the Contractor's Equipment, all trade fixtures and all of the Contractor's personal property from the Access Area, (ii) restore the Access Areas to Canada's then current Property standard (including, without limitation, the removal and disposal of any and all hazardous or toxic substances and their containers in accordance with all applicable laws and the requirements of all authorities and all required repairs and restoration of the roof of the Property related to Contractor's work when applicable) to the extent required by Canada, and (iii) otherwise peaceably surrender and deliver up vacant possession of the Access Areas to Canada (in as good order, condition and repair as the Contractor is required under these provisions to maintain and keep the Access Area). The Contractor, at its cost, must repair any damage caused to the Property or any part of it by this removal or restoration.
- (b) If the Contractor does not remove its Contractor's Equipment, trade fixtures and personal property at the expiry or earlier termination of the right to use the Access Area, then, at the option of Canada and without prejudice to any other rights or remedies available to Canada, the Contractor's Equipment, trade fixtures and personal property will become the absolute property of Canada without payment of any compensation for it to the Contractor and, without notice to the Contractor, may be removed from the Access Area and sold or disposed of by Canada in the manner it considers advisable, all without any liability whatsoever to Canada. If the Contractor fails to repair any damage or complete any work, removal, disposal or restoration referred to in this section by the expiry or earlier termination of these provisions, the Contractor must pay to Canada the cost of removing and selling or disposing of such Contractor's Equipment, trade fixtures and personal property and restoring the Access Area to Canada's then current Property standard, plus a sum equal to 15% of the cost representing the Crown's overhead.



- (c) The Contractor expressly acknowledges and agrees that the Contractor's obligations under Section 4.1(a) of these provisions will survive the expiry or termination of the right to use the Access Area and will not merge.

#### 4.2 Default and Early Termination

- (a) If the Contractor fails to perform, observe or comply with any of: (i) the provisions other than payment by the Contractor of any costs; or (ii) the rules and regulations and amendments applicable to the Access Area, then Canada, in addition to and without limiting any of its other rights or remedies, will have the immediate right, to be exercised by written notice to the Contractor, to suspend the right to use the Access Area granted under these provisions (until such failure is remedied by the Contractor). If: (A) the Contractor fails to remedy the breach within 10 calendar days (or such shorter period as may be provided in these provisions), or (B) if the breach cannot reasonably be remedied within 10 calendar days or such shorter period, the Contractor fails to commence to remedy such breach within 10 calendar days or such shorter period or thereafter fails to proceed diligently to remedy its breach, in either case after the suspension notice set forth in this Section 4.2(a), then Canada will have the further right, to be exercised by written notice to the Contractor, to terminate the right to use the Access Area.
- (b) If the Contractor is deemed to be in default under Section 2.2 of these provisions as a result of a failure to pay amount(s) owing by the Contractor, Canada has the right, to be exercised by written notice to the Contractor, to: (i) immediately suspend the right to use the Access Area granted under these provisions (until the failure is remedied by the Contractor); (ii) terminate the right to use the Access Area upon 5 calendar days written notice to cure the default; or (iii) deduct the amount owing from its next payment to the Contractor under the Contract.
- (c) If the Contractor abandons the Access Area or stops continuously and actively using the Access Areas for the Permitted Use for more than 15 consecutive calendar days, Canada will have the immediate right, to be exercised by written notice to the Contractor, to terminate the right to use the Access Area.
- (e) Canada may at any time terminate the right to use the Access Area (or any portion of it) as of any date, by written notice (the "**Termination Notice**") to the Contractor at least 60 calendar days before the date of termination where the Crown notifies the Contractor of the effective date of the termination (the "**Termination Date**") and that: (i) Canada intends to commence a construction, demolition or redevelopment of all or any portion of the Property such that, in the opinion of the Crown, acting reasonably, the occupation of the Equipment Area by the Contractor will prevent, obstruct, delay, or otherwise adversely affect that construction,



- demolition or redevelopment; (ii) Canada has entered into an agreement with another party to occupy office, industrial, retail or residential premises in the Property, and that party requires use of all or a portion of the Access Area; or (iii) Canada has entered into a sale of a portion or all of the Property that includes any portion of the Access Area with a purchaser. In any of these situations, Canada's termination of the Contractor's right to use the Access Area will release the Contractor from its obligations to provide the telecommunications services that required the right to use the Access Area (or the portion of it) to which the Contractor no longer has access.
- (f) If: (i) any portion of the Access Area or the Property is damaged or destroyed and cannot be repaired and rendered fit for normal use within 60 calendar days of the happening of the injury; or (ii) any portion of the Access Area or the Property is damaged or destroyed by a cause for which Canada is not insured or not required to insure against or the cost of repairing such damage or destruction exceeds the insurance proceeds available, Canada by giving written notice within 30 calendar days of the injury occurring, may terminate the right to use the Access Area and the Contractor must immediately deliver vacant possession of the Access Area to Canada. In any of these situations, Canada's termination of the Contractor's right to use the Access Area will release the Contractor from its obligations to provide the telecommunications services that required the right to use the Access Area (or the portion of it) to which the Contractor no longer has access.

## 5. RELOCATION

### 5.1 Relocation

Canada has the right at any time, by giving no less than 60 calendar days' written notice (the "**Notice of Relocation**"), to relocate the Contractor's Communications Equipment and/or Connecting Equipment to other premises in the Property (the "**Relocated Equipment Area**") in a location determined by Canada in consultation with the Contractor, and the following terms and conditions of this Section 5.1 will apply:

- (a) The Relocated Equipment Area accommodating the Communications Equipment ("**Relocated Equipment Area**") must contain approximately the same area as, or greater area than, the Equipment Area, and the Relocated Equipment Area must, in the reasonable opinion of Canada, be suitable for the Contractor's requirements of the Permitted Use.
- (b) The Contractor and Canada must share equally in the reasonable, direct, out-of-pocket costs, if any, of moving the Contractor's Equipment and any



other Contractor's material contained in the Equipment Area, from the Equipment Area to the Relocated Equipment Area.

- (c) The terms and conditions of these provisions apply, mutatis mutandis, to the Relocated Equipment Area, except to the extent that they are inconsistent with the terms and conditions of this Section 5.1.

## **6. GENERAL**

### **6.1 Rules and Regulations**

The use of the Equipment Area under these provisions and access to them is subject to the rules and regulations (as amended from time to time), which Canada may establish from time to time.



## **APPENDIX E-1: MANDATORY CRITERIA**

### **E-1.1 MANDATORY CRITERIA**

At bid closing time, the Bidder must:

- i. comply with and provide the necessary documentation to support compliance with the technical requirements detailed in Appendix A –Statement of Requirement; and
- ii. sign and submit Appendix E-4, “Certifications required to be submitted at time of bid closing”

Unless otherwise stipulated in the individual certification contained in Appendix E-4, failure of the bidder to complete, sign and submit Appendix E-4 will render a proposal non-compliant.



Shared Services  
Canada

Services partagés  
Canada

RFP # 2B0KB-13-1330

**APPENDIX E-2: Not Applicable**



## **APPENDIX E-3: FINANCIAL PROPOSAL**

### **E-3.1 FINANCIAL PROPOSAL**

Bidders must quote firm prices in Canadian funds, GST or HST extra as applicable, for the installation, supply, and delivery of the following deliverables as described in this Appendix A - "Statement of Requirement" using the format outlined in Appendix E-3, Annex A through C using the excel spreadsheet provided.

The prices must be in accordance with the terms of the Contract.

The bid evaluation price will be derived as the sum of the final price for the Firm and Optional Requirements.



## **APPENDIX E-4: CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING**

### General information for the Bidders that apply to both Appendix E-4 and Appendix E-5

A. In order to be awarded a Contract, the certifications attached in Appendix E will be required. The certifications in Appendix E-4 must be submitted with the bidder's proposal at the time of bid closing. The certifications outlined in Appendix E-5 must be submitted prior to Contract award. SSC will declare a bid non-responsive if the certifications are not submitted or completed as required and within the times stipulated.

#### **B. ACCURACY AND VERACITY OF CERTIFICATIONS**

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after contract award. The Contracting Authority will have the right to ask for additional information to verify the Bidder's compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

The Bidder should ensure they review both appendices in their entirety and complete all sections as required. The Bidder should contact the Contracting Authority if they require further clarification on any certification or this general information.

#### **E-4.1 TERMS AND CONDITIONS**

The Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Requirement (SOR). Any modifications, deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP or SOR document will render the bid non-compliant.

#### **E-4.2 STATUS AND AVAILABILITY OF RESOURCES**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to



perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

#### **E-4.3 EDUCATION AND EXPERIENCE**

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

#### **E-4.4 LANGUAGE CAPABILITY**

The Bidder hereby certifies that the proposed resource(s) meets the specified language requirements.

#### **E-4.5 CONFIDENTIALITY**

The Bidder certifies that it has read Sections 239 and 241 of the *Income Tax Act*, and Sections 295 and 328 of the *Excise Tax Act*, and understands that, under any resultant Contract, the Contractor and its employees including any subcontractors or consultants, will be subject to and must agree to comply with those provisions. These reference



documents, under the title “Canada Revenue Agency – Confidentiality Requirements”, may be viewed at <http://www.buyandsell.gc.ca/tenders>.

**E-4.6 CERTIFICATION STATEMENT**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

The Bidder by signing below hereby certifies that it has read the solicitation and is in compliance with the above noted certifications, that all statements made in its proposal are accurate and factual, that it is aware that SSC reserves the right to verify all information provided in this regard, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which SSC deems appropriate.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
*(Title of duly authorized representative of business)*

Place: \_\_\_\_\_

For: \_\_\_\_\_  
*(Name of Business)*

**APPENDIX E-5: CERTIFICATIONS REQUIRED TO BE SUBMITTED PRIOR TO CONTRACT AWARD**

**E-5.1 FORMER PUBLIC SERVANT CERTIFICATION**

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

**Definitions**



For the purposes of this clause,

"former public servant" means a former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made up of former public servants; or
- (d) sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service.

"pension" means a pension payable pursuant to the Public Service Superannuation Act, R.S., 1985, c. P-36, as indexed pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24.

### **Former Public Servant in Receipt of a Pension**

Is the Bidder a FPS in receipt of a pension as defined above?

**YES** ( )    **NO** ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

### **Work Force Reduction Program**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

**YES** ( )    **NO** ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;



- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Canada will declare a bid non-responsive if this certification is not completed and submitted as requested.

**Certification**

The Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

Signature of authorized representative: \_\_\_\_\_

**E-5.2 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY**

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [HRSDC-Labour's website](#).

Date: \_\_\_\_\_(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ( ) A1. The Bidder certifies having no work force in Canada.



- ( ) A2. The Bidder certifies being a public sector employer.
  - ( ) A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
  - ( ) A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
  - A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
    - ( ) A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with HRSDC-Labour.
- OR**
- ( ) A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

- ( ) B1. The Bidder is not a Joint Venture.

**OR**

- ( ) B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



### **E-5.3 RESELLER CERTIFICATION**

#### **AVAYA RESELLER CERTIFICATION FORM**

The Bidder certifies that they are authorized by Avaya to be an authorized reseller of Avaya PBX Systems and are therefore able to resell Avaya proprietary products and provide maintenance on these products.

Date: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Print Name: \_\_\_\_\_

(Name of authorized representative of Business):

Signature: \_\_\_\_\_

(Signature of authorized representative of Business)

Title: \_\_\_\_\_

(Title of authorized representative of Business)



## E-5.4 RESELLER CERTIFICATION

### GENESYS RESELLER CERTIFICATION FORM

The Bidder certifies that they are authorized by Genesys, to be an authorized reseller of Genesys Licensed Software and are therefore able to resell Genesys proprietary software products and provide maintenance and technical support on these products.

Date: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Print Name: \_\_\_\_\_  
(Name of authorized representative of Business):

Signature: \_\_\_\_\_  
(Signature of authorized representative of Business)

Title: \_\_\_\_\_  
(Title of authorized representative of Business)