

## Industry Engagement Day Notice – Converged Communications Services and Contact Centre Infrastructure Services

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## 1. Aim

Shared Services Canada (SSC) will hold an Industry Engagement Day to provide background, share plans and obtain industry input on the proposed service delivery options and procurement processes for Converged Communications Services and Contact Centre Infrastructure Services. Converged Communications Services is an umbrella term that SSC uses to refer to a suite of services including Internet Protocol (IP) telephony, desktop videoconferencing, Instant Messaging (IM), Presence, conference bridging services and peer-to-peer desktop video and conferencing services (audio, video and web). Contact Centre Infrastructure Services refers to the provision of contact centre services hosted from vendor locations.

Additionally, SSC will meet with pre-registered suppliers for one-on-one sessions to give industry a further opportunity to share their knowledge and provide additional information in response to questions that SSC presents during the Industry Engagement Day.

Industry Engagement Day Presentations and Questions for industry feedback will be provided to suppliers at confirmation of registration.

## 2. Important Logistical Information

- **Format:** Half-day Industry Engagement Day session, followed by three days of one-on-one meetings with pre-registered suppliers (see sections 5.1 and 5.2.3 for more information). The Industry Engagement Day session will cover both Converged Communications Services and Contact Centre Infrastructure Services. There will be separate one-on-one meetings for Converged Communications Services and Contact Centre Infrastructure Services.
- **Audience:** Suppliers for Converged Communications Services and/or Contact Centre Infrastructure Services. Public servants are invited, but due to space limitations, priority will be given to industry representatives (see section 5.1 for more information).
- **When:** Tuesday, September 24, 2013 from 1 p.m. to 5 p.m. EDT, for the Industry Engagement Day session, and September 25-27, 2013 for the one-on-one meetings. The length of the one-on-one meetings will be determined following the close of registrations, but are expected to be between 45 and 90 minutes.
- **Where:** The Industry Engagement Day session will be held in Gatineau and can be attended onsite, or, via videoconference in Dartmouth, Toronto and Calgary (see Annex B for videoconference locations and section 5.3 for more information).
- **Attendance Limits:** Only 2 representatives in total from each supplier may attend the Industry Engagement Day session (see section 5.2.1 for more information). Only 4 representatives in total from each supplier may attend the Converged Communications Services one-on-one meeting. Only 4 representatives in total from each supplier may attend the Contact Centre Infrastructure Services one-on-one meeting.

- **Registration Forms:** See Attachment A for registering suppliers for the Industry Engagement Day session and Attachment B for registering interested public servants.
- **Registration Deadline: September 12, 2013, 4:00 p.m. EDT** is the deadline to register for the Industry Engagement Day session and, if interested, the one-on-one meetings (see sections 5.2.1 to 5.2.3 for more information). September 13, 2013, 4:00 p.m. EDT is the deadline for submitting any changes to the already submitted registration (see section 5.2.4). SSC will confirm registration on September 16, 2013 (see section 5.2.5).

### 3. Telecommunications Transformation

#### 3.1. Background

SSC was established on August 4, 2011 with the mandate to operate and transform the government's information technology (IT) infrastructure. Under the umbrella of that dual authority, SSC is responsible for providing its 42 partner organizations with modern, reliable and secure IT infrastructure services that are cost-effective and which contribute to a greener government. In the process, SSC is building a new organization from the ground up.

The Telecom Transformation Program is responsible for the transformation, planning and sourcing of telecommunications services for SSC. As well, SSC is responsible for the strategies for delivering those services, with a view to centralize their administration, rationalize service delivery to achieve greater efficiencies, reduce costs, minimize risks, and improve security and service quality. The strategy for transformation is to organize telecommunications services into separate streams. The focus of this notice is for the Converged Communications Services and Contact Centre Infrastructure Services streams.

#### 3.2. Key Outcomes

The key outcomes for Converged Communications Services are as follows:

- A. Reduce IT complexity and overall cost
  - Consolidate and standardize the IT infrastructure for delivery of services for SSC partners in Canadian locations; and
  - Facilitate interoperability across departments and agencies.
- B. Standardize service management
  - Standardize service levels to ensure a consistent delivery and availability of services across all SSC partner departments and agencies.
- C. Address Converged Communications Services Security
  - Implement standard security measures and controls across the departments and agencies in order to ensure that they all have robust

protection against threats; and continue to deliver services securely and reliably to Canadians.

- D. Cost-effective transition with minimal business impacts
  - Establish a service migration approach which will reduce transition cost, complexity and risk to Canada; and
  - Provide services integration, monitoring tools, and guidance to SSC to minimize the effort and risk to departments and agencies for the transition of their applications to the new services.

The key outcomes for Contact Centre Infrastructure Services are as follows:

- A. Transition to a consolidated contact center infrastructure and contracts;
- B. Transition from voice-only to multimedia;
- C. Implement borderless configuration (agents can be anywhere);
- D. Establish Service Level Requirements;
- E. Implement performance monitoring; and
- F. Provide detailed and easily customized reports available via the Web.

## **4. Procurement Process Overview**

The procurement of the Converged Communications Services and Contact Centre Infrastructure Services will be conducted separately, each via a sequential process as follows:

### **4.1. Converged Communications Services**

#### **4.1.1. Invitation to Qualify (ITQ)**

- The purpose of the ITQ phase is to identify those Respondents who have demonstrated and proven skills and experience to implement and operate Converged Communications Services, based on the criteria to be published in the ITQ.
- Respondents who meet all the specified criteria will be deemed Successful Respondents and will proceed to the “Review and Refine Requirements” phase, described next.

#### **4.1.2. Review and Refine Requirements (RRR)**

- In the RRR phase, SSC will provide Successful Respondents with its preliminary requirements and request that the Successful Respondents provide comments, suggestions, and/or identify areas that require additional clarification from SSC.
- The results of the RRR phase will be used by SSC to finalize the requirements for the Request for Proposal(s) (RFP) in the Bid Solicitation phase. The information gathered will not be used to evaluate Successful Respondents/Bidders.

- A Supply Chain Integrity (SCI) check will also be started during this stage. More information will be made available on the SCI process during the Industry Engagement Day session.

#### **4.1.3. Bid Solicitation Phase**

- In the Bid Solicitation phase, SSC may issue one or more formal RFPs.
- Only Successful Respondents who have also successfully completed the SCI check will be permitted to formally bid on the requirements set out in the RFP(s).

### **4.2. Contact Centre Infrastructure Services**

#### **4.2.1. Invitation to Qualify (ITQ)**

- The purpose of the ITQ phase is to identify those Respondents who have demonstrated and proven skills and experience to implement and operate Contact Centre Infrastructure Services, based on the criteria to be published in the ITQ.
- A Supply Chain Integrity check will be started during this stage.
- Respondents who meet all the specified criteria will be deemed Successful Respondents and will proceed to the “Review and Refine Requirements” phase, described next.

#### **4.2.2. Bid Solicitation Phase**

- In the Bid Solicitation phase, SSC may issue one or more formal RFPs.
- Only Successful Respondents who have also successfully completed the SCI check will be permitted to bid on the requirements set out in the RFP(s).

Note: The information provided in this notice is for information purposes only and SSC reserves the right to modify any of the contents. Please check [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) for the latest information on the Telecommunications Transformation procurement information.

## **5. Logistical Details**

### **5.1. Format**

The Converged Communications Services and Contact Centre Infrastructure Services Industry Engagement Day is a half-day event and is open to interested suppliers from the IT industry, as well as interested public servants, with priority being given to IT industry suppliers. Suppliers are cordially invited to attend either onsite at the National Capital Region location, or, via videoconferencing at three remote locations in Dartmouth, Calgary and Toronto.

An overview of the key outcomes and requirements, expected procurement process and Supply Chain Integrity requirements will be presented.

In addition, one-on-one meetings will be held with IT industry suppliers who register for these meetings. The one-on-one meetings for Converged Communications Services will be separate from those for Contact Centre Infrastructure Services.

## **5.2. Registration**

### **5.2.1. Industry Engagement Day Registration for Industry Suppliers**

Interested suppliers must register their representatives by electronically completing the Industry Engagement Day Registration Form in Attachment A and sending the completed electronic form as an attachment to an email to:

[SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca) no later than 4:00 p.m. EDT on September 12, 2013.

- Due to space limitations for the Industry Engagement Day presentation room, each participant may only register up to 2 representatives in total from its company.
- Industry representatives must identify themselves by their legal corporate name, corporate address and email address, their organization's area of expertise, and must provide the name(s) of their representative(s) attending. By providing this information, each respective party acknowledges and consents to the release of this information to the public which may include any resulting recordings such as, but not limited to, videoconferencing.
- Industry representatives unable to participate on location may wish to register to attend via videoconference. SSC will be facilitating videoconference connections for the Industry Engagement Day at the locations identified in Annex B. Please indicate on the registration form whether your representative(s) will attend the Industry Engagement Day session on location or at one of the videoconference locations. If sending 2 representatives, they can attend at different locations.
- There will be no teleconference connections provided for Industry Engagement Day.
- Representatives will need to bring identification that includes a picture of themselves (i.e. photo ID, such as a driver's license) when they arrive for sign-in at the Industry Engagement Day presentation room or at one of the videoconference locations.
- Applicants should be aware that SSC will publish, via [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca), the list of suppliers that attended the Industry Engagement Day.

### **5.2.2. Industry Engagement Day Registration for Public Servants**

Any public servants wishing to attend the Industry Engagement Day session must register by electronically completing the Industry Engagement Day Registration Form for Public Servants in Attachment B and sending the completed electronic form as an attachment to an email to: [SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca) no later than 4:00 p.m. EDT on September 12, 2013.

Priority will be given to industry registrations and, subject to any remaining space/capacity, public servants that register will be confirmed once all registrations have been finalized.

### **5.2.3. One-on-One Meeting Registration**

Suppliers interested in participating in the Industry Engagement one-on-one meetings must register their representatives by electronically completing the “Industry Engagement One-on-One Meeting Registration Form” in Attachment A and sending the completed electronic form as an attachment to an email to:

[SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca) no later than 4:00 p.m. EDT on September 12, 2013.

- Applicants are requested to indicate the general purpose/objective of their meeting request on the registration form (Attachment A).
- Only registrations from suppliers having at least one representative attend the Industry Engagement Day session will be accepted.
- All one-on-one meetings will be held in the National Capital Region.
- There will be no teleconference or videoconference connections of any type provided or permitted for one-on-one meetings.
- Locations and times for one-on-one meetings will be provided to the respective suppliers as part of SSC’s confirmation of the date and time for each of the one-on-one meetings.
- Applicants should be aware that SSC will publish, via [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca), the list of suppliers that participate in these one-on-one meetings.

### **5.2.4. Updates to Registrations**

Changes to registration requests can be made by sending a request to [SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca) by no later than 4:00 p.m. EDT on September 13, 2013. This includes substitutions of pre-registered representative(s) with other person(s), and changes to the location from which representative(s) will be attending. In order to be permitted entrance into the presentation room or videoconference rooms associated with the Industry Engagement Day session, representatives should be registered with SSC, following the registration process described in this notice.

### **5.2.5. Registration Confirmation**

SSC will confirm registration or any changes to registration requests, via email acknowledgement, to each registrant no later than 5 p.m. EDT on September 16, 2013. Public servants will be informed whether their registration is confirmed, based on space limitations (see section 5.2.2).

### 5.2.6. Expenses for Industry Engagement Events

Attendees are responsible for their own transportation, accommodation, meals and parking. SSC will not reimburse any attendee for expenses incurred in attending, participating and/or responding to any part of these industry engagement activities.

### 5.2.7. Participation in Industry Engagement Events

Participation in these Industry Engagement events is not mandatory. Failure to attend these sessions/meetings will not preclude suppliers from participating in the procurement process.

However, as per section 5.2.3, please note that in order to participate in the one-on-one meetings, only registrations from suppliers having at least one representative attend the Industry Engagement Day session will be accepted.

## 5.3. Industry Engagement Day Logistics

- **Date:** September 24, 2013
- **Locations and Time:**
  - On-site – National Capital Region:
    - Presentation Room Location:  
Outaouais Room  
Place du Portage Phase IV  
140 Promenade du Portage  
Gatineau/Hull, Québec J8X 2K2
    - Time: From 12:00 p.m. to 12:45 p.m. EDT for industry sign-in  
1:00 p.m. EDT for start of session
  - Remote attendance – Regional participants:
    - Videoconferencing will be setup in Dartmouth, Calgary and Toronto
    - Please see Annex B for locations and times
- **Security:** Presentations will be unclassified.

There are no security barriers (a security pass is **not** required) to enter the room. However, security escorts will be required for those participating via a videoconference location.

## 5.4. Industry Engagement Day Schedule – September 24, 2013

Note: The material being presented on Industry Engagement Day is subject to change from the time of the posting of this notice.

Time	Presenter	Description
1:00 – 1:05 p.m.	Master of Ceremonies	Opening remarks and Industry Day objectives
1:05 – 1:35 p.m.	Benoît Long, Senior Assistant Deputy Minister, Transformation, Service Strategy and Design, Shared Services Canada (SSC)	SSC Transformation Program Overview
1:35 – 2:35 p.m.	Michel Fortin, Director General, Telecommunications Transformation Program, SSC	Converged Communications (Desktop and Conferencing Services)
2:35 – 2:50 p.m.	Break	
2:50 – 3:30 p.m.	Michel Fortin, Director General, Telecommunications Transformation Program, SSC	Contact Centre Infrastructure Services
3:30 – 4:00 p.m.	Carey Frey, Director, Information Technology Security Strategic Relationships Office, Communications Security Establishment Canada Patrick Mountford, Director, Cyber Security Strategy, Client Integration Team Services, SSC	Supply Chain Integrity
4:00 – 4:30 p.m.	Jason Weatherbie, Acting Senior Director, Information Technology Procurement, SSC	Collaborative procurement Solutions Approach
4:30 – 4:45 p.m.	Master of Ceremonies	Questions and Answers
4:45 – 5:00 p.m.	Master of Ceremonies	Recap / Closing Remarks

## 6. Contact Information

Gordon Sanford  
 Procurement and Vendor Relations  
 Place du Portage, Phase III, 11 Laurier Street  
 Gatineau, Quebec K1G 4A8  
 Telephone: 819-956-1918  
 Email: [SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca)

## 7. National Security Exception

The Converged Communications Services and Contact Centre Infrastructure Services projects are subject to the National Security Exception (NSE) and are therefore exempt from all of the obligations of the trade agreements.

## 8. Additional Information

This event is open to all IT industry suppliers. The event is not open to media representatives. All media enquiries should be directed to Media Enquiries at 613-947-6276.

The information provided in this notice is for information purposes only and SSC reserves the right to modify any of the contents, including dates. Please check [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) for the latest information on the Converged Communications and Contact Centre Infrastructure Services procurement information.

Presentations and questions for industry feedback made by SSC, the list of suppliers who attended the Industry Engagement Day, the list of suppliers who attended the one-on-one meetings and general responses to questions as well as any additional clarifications will be published on the [buyandsell.gc.ca](http://www.buyandsell.gc.ca) web site ([www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) – the electronic tendering service used by SSC).

Industry is invited to provide comments regarding the information included in this Industry Engagement Day notice. Comments should be sent to [SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca).

Suppliers may provide written responses to the Questions for industry feedback (included in the Industry Engagement Day Presentations). The responses should be sent to [SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca](mailto:SSCTelecomConsultation.SPCConsultationTelecom@ssc-spc.gc.ca) by midnight October 4, 2013.

Documents may be submitted in either official language of Canada.

## **ANNEX A: List of Shared Services Canada Partner Organizations**

- Aboriginal Affairs and Northern Development Canada
- Agriculture and Agri-Food Canada
- Atlantic Canada Opportunities Agency
- Canada Border Services Agency
- Canada Economic Development for Quebec Regions
- Canada Revenue Agency
- Canada School of Public Service
- Canadian Food Inspection Agency
- Canadian Heritage
- Canadian Northern Economic Development Agency
- Canadian Nuclear Safety Commission
- Canadian Space Agency
- Citizenship and Immigration Canada
- Correctional Service of Canada
- Department of Finance
- Department of Justice
- Environment Canada
- Federal Economic Development Agency for Southern Ontario
- Financial Transactions and Reports Analysis Centre of Canada
- Fisheries and Oceans Canada
- Foreign Affairs, Trade and Development Canada
- Health Canada
- Human Resources and Skills Development Canada
- Immigration and Refugee Board of Canada
- Industry Canada
- Infrastructure Canada
- Library and Archives Canada
- National Defence
- National Research Council Canada
- Natural Resources Canada
- Parks Canada
- Privy Council Office
- Public Health Agency of Canada
- Public Safety Canada
- Public Service Commission of Canada
- Public Works and Government Services Canada
- Royal Canadian Mounted Police
- Statistics Canada
- Transport Canada
- Treasury Board of Canada Secretariat
- Veterans Affairs Canada
- Western Economic Diversification Canada

## ANNEX B: Locations and Industry Engagement Day Start Times for Rooms with Videoconference Systems

<u>City</u>	<u>Address*</u>	Time Room Opens (for signing in)	Start Time
Calgary	Harry Hays Building 2nd Floor, Room 270/272 220 4th Ave. SE, Calgary, AB T2G 4X3	10:15 a.m. MDT	11:00 a.m. MDT
Toronto	6th Floor, Room 6i, 4900 Yonge St., (North York) Toronto, ON M2N 6A8	12:15 p.m. EDT	1:00 p.m. EDT
Dartmouth	Room 235 126 Cromarty Drive, Dartmouth, NS B3B 0E9	1:15 p.m. ADT	2:00 p.m. ADT

\* These addresses are subject to change, based on the number of requests for videoconferencing for each location and any unforeseen room availability issues.

Note: Participants will be directed to the videoconference room upon arrival. Participants must have pre-registered and show proper identification in order to attend.