

RETURN RESPONSES TO:

RETOURNER LES RÉPONSES À:

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autorité contractante)
Bid Receiving Shared Services
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Title – Sujet ITQ – Toll Free Network Service (TFNS) IASQ – Service de réseau sans frais (SRSF)	
Solicitation No. – N° de l'invitation 14-19241/A	Date August 5 th , 2014
Client Reference No. – N° référence du client : RAS 14-19241	
GETS Reference No. – N° de référence de SEAG NA	
File No. – N° de dossier NA	

**INVITATION TO QUALIFY
INVITATION À SE QUALIFIER**

Comments - Commentaires

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

Solicitation Closes – L'invitation prend fin on – le : September 05, 2014 – le 05 septembre, 2014	Time Zone / Fuseau horaire Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Irena Stevic	Buyer Id – Id de l'acheteur CAV
Telephone No. – N° de téléphone : (613) 793-1826	Email – Courriel irena.stevic@ssc-spc.gc.ca
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein Voir aux présentes	

Issuing Office – Bureau de distribution

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INVITATION TO QUALIFY HOSTED CONTACT CENTER SERVICE FOR SHARED SERVICES CANADA

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Annex A: Invitation to Qualify – High Level Requirements
Annex B: Invitation to Qualify – Experience Requirements
Annex C: Security Requirements Check List (SRCL)

Forms:

Form 1 – ITQ Submission

INVITATION TO QUALIFY (ITQ) TOLL FREE NETWORK SERVICE FOR SHARED SERVICES CANADA

PART 1 GENERAL INFORMATION

1.1 Preamble

1.1.1 The Government of Canada (GC) established Shared Service Canada (SSC) on August 4, 2011. Part of its mandate is to operate and transform Canada's Information Technology (IT) infrastructure. Certain departments are required by the *Shared Services Canada Act* to obtain their contact center service from SSC. All entities that obtain such services from SSC are referred to in this Invitation to Qualify as SSC's partners.

1.2 Introduction

1.2.1 The pre-qualified suppliers will be referred to as the Qualified Respondents in this solicitation process. Only the Qualified Respondents will be permitted to bid on the subsequent bid solicitation. Below are the intended phases of the solicitation process.

1.2.2 This Invitation to Qualify (ITQ) is neither a Request for Proposal (RFP) nor a solicitation of bids or tenders and is intended only to pre-qualify suppliers. Together this Invitation to Qualify and the subsequent Review and Refine Requirements Phase (RRR) and bid solicitation are the three parts of the solicitation process. These phases are described in detail within Part 3. No contract will result from this Invitation to Qualify.

1.2.3 Suppliers who do not successfully qualify at the Invitation to Qualify Phase will not be able to participate in subsequent phases of the solicitation process.

Solicitation Process	
Invitation to Qualify	Qualification Phase
Review and Refine Requirement	Refine the Statement of Work
Request for Proposal	Only Qualified Respondents can submit a bid

1.2.4 Given that this Invitation to Qualify or the subsequent bid solicitation may be cancelled by Canada at any time in accordance with the applicable terms, it may not result in the subsequent procurement process described in this document. Because the Invitation to Qualify is not a request for a proposal, suppliers who submit a response can choose not to bid on the subsequent bid solicitation.

1.2.5 The Invitation to Qualify is divided into the following parts:

- a) Part 1: General Information; provides an overview of the requirement.
- b) Part 2: Respondent Instructions; provides instructions, clauses and conditions of the Invitation to Qualify.
- c) Part 3: Procurement Process; provides suppliers with an overview of the phases of the procurement process.
- d) Part 4: Response Preparation Instructions; provides suppliers with instructions on how to prepare and submit their response.
- e) Part 5: Evaluation Procedures and Basis of Qualification: indicates how the evaluation of the responses will be conducted, and the basis for selecting the Qualified Respondents.
- f) The following annexes are part of this Invitation to Qualify:

1. Annex A: Invitation to Qualify – High Level Requirements.
2. Annex B: Invitation to Qualify – Experience Requirements.
3. Annex C: Invitation to Qualify – Security Requirements Check List

1.3 Overview of the Requirement

1.3.1 This Invitation to Qualify is being issued by SSC. It is intended that the contract resulting from any subsequent bid solicitation will be used by SSC to provide shared services to its partners, which include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the Contract Period, and those other organizations for whom SSC's services are optional at any point during the Contract Period and that choose to use those services from time to time. This solicitation process does not preclude SSC from using another method of supply for these or other entities of the Government of Canada with the same or similar needs.

1.3.2 A key component of SSC's mandate is to provide a scalable, reliable cost effective Toll-Free Network Service (TFNS)(1-800) that meets the requirements of SSC. The Toll-Free Network Service (TFNS) to be deployed by SSC will route calls originating from across Canada and the United States to answering locations located throughout the provinces within Canada. TFNS requirements range from Traditional Toll-Free services (single Toll-Free Number terminating at a single location), to more complex Toll-Free call routing configurations with Toll-Free Numbers terminating at multiple sites across Canada. For further details refer to Annex A. The contract period for any resulting contract is intended to be 10 years, with Canada retaining the option to extend up to an additional 2 years. This contract period includes the initial implementation and conversion period.

1.4 Scope of Future Request for Proposal

1.4.1 The scope of the requirement described in Annex A is provided for information purposes only and may be used by Canada for discussion in the subsequent Review and Refine Requirements Phase of the TFNS solicitation process. The inclusion of this information in the Invitation to Qualify does not represent a commitment that future requirements for TFNS in any subsequent Request for Proposal will be consistent with this information.

1.5 National Security Exception, Data Sovereignty and Security, Industrial and Regional Benefits Policy

1.5.1 Canada has invoked the National Security Exception in respect of this requirement and as a result, the trade agreements do not apply to this requirement.

1.5.2 The protection of Canada's data which will be processed by the TFNS is paramount to the integrity of government programs and to national security and is also required pursuant to a number of laws, including privacy laws. While all data stored by Canada must be protected against unauthorized access, personal, confidential and sensitive data require even stronger levels of control. Canada's specifications for the TFNS will be designed considering these parameters and the Request for Proposal and Resulting Contract clauses will incorporate various security measures.

1.5.3 The Canadian Industrial and Regional Benefits (IRB) policy may apply to this procurement. For further information on the IRB policy, please refer to the IRB policy website at www.ic.gc.ca/irb.

1.6 Security Clearance Requirement

1.6.1 Security clearance is an important corporate requirement. Canada will require the successful bidder(s) at the RFP stage to meet the security requirements set out in the Annex C before any contract award.

1.6.2 Due to the length of the security clearance process, Canada highly recommends that respondents commence the process as soon as possible.

- 1.6.3** For more information on personnel and organization security screening please visit PWGSC's Industrial Security Program (ISP) web site. Respondents can also contact CISD by telephone at 1-866-368-4646, or (613) 948-4176 in the National Capital Region.
- 1.6.4** Canada reserves the right to revise the security requirements following the ITQ Phase. Canada will provide the final contract security clauses at a subsequent phase of this procurement process.

PART 2 RESPONDENT INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

2.1.1 All instructions, clauses and conditions identified in the Invitation to Qualify by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1.2 Respondents who submit a response agree to be bound by the instructions, clauses and conditions of the Invitation to Qualify.

2.1.3 The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the Invitation to Qualify, except that:

- a) Wherever the term "bid solicitation" is used, substitute "Invitation to Qualify";
- b) Wherever the term "bid" is used, substitute "response";
- c) Wherever the term "Bidder(s)" is used, substitute "Respondent(s)";
- d) Subsection 5(4), which discusses a validity period, does not apply, given that this Invitation to Qualify invites suppliers simply to qualify.
- e) 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"
- f) Subsections 4 and 5 of section 1 are deleted.
- g) Section 6 and 7 are deleted.
- h) The title of Section 10 is amended to read "Legal Capacity and Ownership and Control Information", the first paragraph is number as 1 and the following is added:

2. The Respondent must provide, if requested by the Contracting Authority, the following information as well as any other requested information related to the ownership and control of the Respondent, its owners, its management and any related corporations and partnerships:

- a. An organization chart for the Respondent showing all related corporations and partnerships;
- b. A list of all the Respondent's shareholders and/or partners, as applicable; if the Respondent is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner; and
- c. A list of all the Respondent's directors and officers, together with each individual's home address, date of birth, birthplace and citizenship(s); if the Respondent is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner.

In the case of a joint venture Respondent, this information must be provided for each member of the joint venture. The Contracting Authority may also require that this information be provided in respect of any subcontractors specified in a bid.

3. For the purposes of this section, a corporation or partnership will be considered related to another party if:

- i. they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;

- ii. the entities have now or in the two years before the closing date had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - iii. the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
 - i) For the purposes of this Invitation to Qualify, the PWGSC policies referenced within the Standard Instructions are adopted as SSC policies.
- 2.1.4** If there is a conflict between the provisions of 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to SSC.
- 2.2 Submission of Responses**
 - 2.2.1** Responses must be addressed to the Contracting Authority and the location indicated on page 1 of the ITQ. A cancellation date stamp, a courier bill of lading or a date stamped label from a Delivery Company must indicate that the Response was received on or before the closing date and time. Delivery Company means an incorporated courier company, Canada Post Corporation, or a national equivalent of a foreign country. The Contracting Authority will have the right to ask for information to verify that the Response was received by the Delivery Company on or before the closing date and time. Failure to comply with this request will render the response non-responsive.
 - 2.2.2** Postage meter imprints, whether imprinted by the Respondent or the Delivery Company are not acceptable as proof of timely mailing.
 - 2.2.3** Due to the nature of the ITQ, responses delivered by hand by the Respondent or transmitted by facsimile or e-mail to Shared Services Canada will not be accepted.
 - 2.2.4** Suppliers are requested to send an e-mail notification to irena.stevic@ssc-spc.gc.ca prior to the closing date indicating their intention to submit a response.
- 2.3 Enquiries and Comments**
 - 2.3.1** All enquiries must be submitted in writing or electronically to the Contracting Authority identified on the cover page of the Invitation to Qualify no later than 7 calendar days before the Invitation to Qualify closing date. Enquiries received after the date and time specified may not be answered.
 - 2.3.2** Respondents should make enquiries as early as possible and should not make assumptions about the nature of the requirements of this Invitation to Qualify. Respondents who do not raise issues and questions they may have prior to the enquiry deadline do so at their own risk.
 - 2.3.3** Respondents should reference as accurately as possible the section and numbered item of the solicitation process to which the enquiry relates. Care should be taken by respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer.
 - 2.3.4** 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 Respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all respondents. Enquiries not submitted in a form that can be distributed to all respondents may not be answered by Canada.
- 2.4 Applicable Laws**
 - 2.4.1** The relations between the parties will be governed by the laws in force in the Province of Ontario.
 - 2.4.2** A Respondent may, at its discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its Response, by inserting the name of the Canadian province or territory of its choice in Form 1- ITQ Submission. If no other province or territory is specified, the Respondent acknowledges that the laws of Ontario are acceptable to the Respondent.

2.5 Language

- 2.5.1** Respondents are requested to identify in Form 1- ITQ Submission, which one of Canada's two official languages will be exclusively used for all future communications with Canada and, if successful in the Invitation to Qualify evaluation, for all subsequent phases of the solicitation process.

PART 3 PROCUREMENT PROCESS

3.1 Overview

3.1.1 The procurement process is shown in Figure 1 and summarized in Table 1. This process will be used until the final Request for Proposal is issued to the Qualified Respondents in the Bid Solicitation Phase.

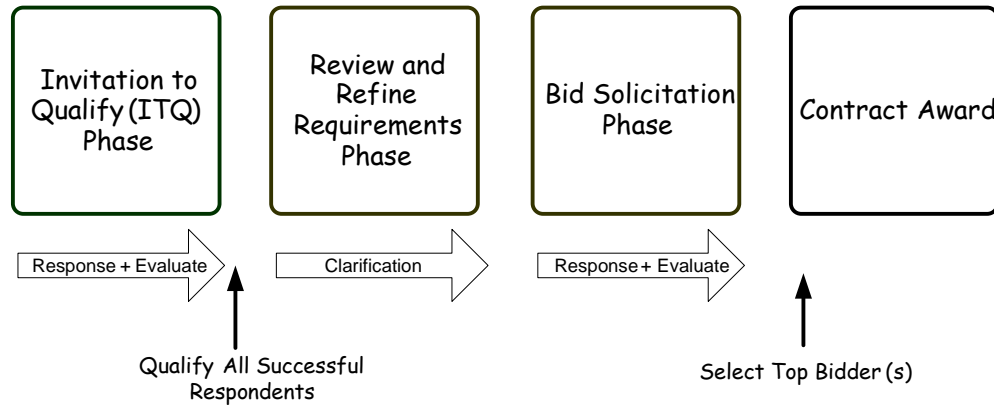


Figure -1 TFNS Procurement Process

Table 1: Summary of TFNS Solicitation Process Phases

Phase	Objectives
Invitation to Qualify	Issue Invitation to Qualify on the Government Electronic Tendering Service BuyandSell.gc.ca Obtain responses from Respondents. Evaluate responses. Select the Qualified Respondents to continue to the Review and Refine Requirements Phase.
Review and Refine Requirements	Qualified Respondents have an opportunity to enhance their understanding of the TFNS requirements and provide feedback on the requirements.
Bid Solicitation	Issue Request for Proposal to all Qualified Respondents. Obtain bids from the Bidders. Evaluate the bids. Select the successful bid.
Contract Award	Award the TFNS contract.

3.2 Invitation to Qualify Phase

3.2.1 The purpose of the Invitation to Qualify is to identify the Respondents who have experience in delivering toll free network services. Please refer to the detailed evaluation criteria found in Annex B.

3.2.2 Respondents who meet all of the mandatory criteria and requirements will be notified that they are Qualified Respondents and will proceed to the Review and Refine Requirements Phase, described below.

3.2.3 Once the Qualified Respondents have been selected and have been notified that they have qualified for the next phase of the procurement process, Canada intends to proceed with the Review and Refine Requirements Phase. Qualified Respondents may withdraw from the process at any time by providing written notification to the Contracting Authority.

3.3 Review and Refine Requirements Phase

3.3.1 Canada will start the Review and Refine Requirements (RRR) Phase by providing the Qualified Respondents with the detailed process that will be followed for this Phase.

3.3.2 During the RRR Phase, Canada will provide Qualified Respondents with a preliminary Statement of Work (SOW) and interact with Qualified Respondents to seek feedback on and clarify Canada's requirements to refine the SOW further. These interactions could include:

- a) one-on-one sessions; and/or
- b) written questions and answers.

3.3.3 Canada will consider the feedback provided by Qualified Respondents when finalizing the SOW and its solicitation requirements for use in the Bid Solicitation Phase.

3.3.4 Once the RRR interactions are complete, Canada will distribute the resulting SOW among the Qualified Respondents.

3.4 Bid Solicitation Phase

3.4.1 In the Bid Solicitation Phase, Canada may issue a Request for Proposal to the Qualified Respondents from the ITQ Phase.

3.5 Contract Award

3.5.1 Any contract will only be awarded after completion of the Bid Solicitation Phase and any necessary internal approvals have been obtained.

PART 4 RESPONSE PREPARATION INSTRUCTIONS

4.1 Response Preparation Instructions

4.1.1 Copies of Response: Canada requests that Respondents provide their response in separately bound sections as follows:

- a) Qualification Response (2 hard copies, and 2 soft copies on USB or CD); and
- b) The soft copies be in a format that is compatible with either Microsoft (.docx) format (e.g., readable with Microsoft Office Suite 2007 or 2010), or Portable Document Format ISO/32000-1 (e.g., readable and searchable with Adobe Acrobat.).
- c) The Respondents are requested to put a label on the CD(s) and add the following information: The Respondent's name, the Solicitation number, and the signature of the authorized representative.

4.1.2 If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- a) Pricing is not a requirement and should not be included in the response.

4.1.3 Format for Response: Canada requests that Respondents follow the format instructions described below in the preparation of their response:

- a) Either letter 8.5 x 11 inch (216 mm x 279 mm) paper or Legal Size 8.5 x 14 inch (216 mm x 356 mm) paper;
- b) use a numbering system that corresponds to the Invitation to Qualify;
- c) include a title page at the front of each volume of the response that includes the title, date, procurement process number, Respondent's name and address and contact information of its representative; and
- d) include a table of contents.

4.1.4 Canada's Policy on Green Procurement: In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Respondents should:

- a) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and
- b) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.

4.1.5 Submission of Only One Response from a Responding Group

- a) The submission of more than one response from members of the same responding group is not permitted in response to this Invitation to Qualify. If members of a responding group participate in more than one response, Canada will provide the members of the responding group with 2 working days to identify one response to be considered in this Invitation to Qualify. Failure to meet this deadline will result in all responses being declared non-responsive and disqualified.
- b) For the purposes of this article, "**responding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this Invitation to Qualify if:

- c) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- d) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
- e) the entities have now or in the two years before the Invitation to Qualify closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
- f) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

4.2 Qualification Response

4.2.1 A complete qualification response consists of the following:

- a) **Form 1 – ITQ Submission (Requested at Invitation to Qualify Closing):**
Respondents are requested to include the Form 1 – ITQ Submission with their responses. It provides a common form in which Respondents can provide information required for evaluation, such as a contact name, the Respondent's Procurement Business Number, the language for future communications etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the Form 1 - ITQ Submission is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so.
- b) **Annex B - ITQ Experience Requirements.**
 - (i) **Respondent Experience:** Respondents must demonstrate that they have met the experience requirements identified in Annex B. Respondents are requested to provide their responses within Annex B as it provides a common form in which Respondents can provide information required for the evaluation of the respondent's experience.

Where Respondents are requested to refer to substantiating material in their response, the substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Respondent has met the requirement. Simply stating that the Respondent is compliant is not sufficient. Where Canada determines that the substantiation is not complete, the Respondent will be declared non-responsive and disqualified. The substantiation should refer to additional documentation submitted with the Response - this information can be referenced in the "Reference to Substantiating Material in Response" column, where Bidders are requested to indicate where in their Response the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Respondent direct Canada to the appropriate location in the documentation.
 - (ii) **Customer Reference:** The Respondent must provide a customer reference as per Annex B confirming that the Respondent has provided the applicable services. The Respondent may use the same or different customer references.

PART 5 EVALUATION PROCEDURES AND BASIS OF QUALIFICATION

5.1 Evaluation Procedures

5.1.1 Responses will be assessed in accordance with the entire requirement of the Invitation to Qualify including the evaluation criteria.

5.1.2 An evaluation team composed of representatives of Canada will evaluate the responses. Canada may hire any independent consultant, or use any Government resources, to evaluate any response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

5.1.3 In addition to any other time periods established in the Invitation to Qualify:

- a) **Requests for Clarifications:** If Canada seeks clarification or verification from the Respondent about its response, including certifications, the Respondent will have 3 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the response being declared non-responsive.
- b) **Extension of Time:** If additional time is required by the Respondent, the Contracting Authority may grant an extension in his or her sole discretion.

5.2 Technical Evaluation - Mandatory Technical Criteria

5.2.1 Each response will be reviewed to determine whether it meets the mandatory requirements of the Invitation to Qualify. Any element of the Invitation to Qualify identified with the words "must" or "mandatory" is a mandatory requirement. Responses that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

5.2.2 The mandatory experience requirements are described in Annex B.

5.3 Basis of Qualification

5.3.1 A response must comply with the requirements of the Invitation to Qualify and meet all mandatory evaluation criteria to be declared responsive. A Respondent whose response has been declared responsive is a Qualified Respondent for the next stage of the solicitation process. However, Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the solicitation process.

Annex A

**INVITATION TO QUALIFY –
HIGH LEVEL REQUIREMENTS**

See attached document.

Annex B

**INVITATION TO QUALIFY –
EXPERIENCE REQUIREMENTS**

See attached document.

Annex C

**INVITATION TO QUALIFY –
SECURITY REQUIREMENTS CHECK LIST**

See attached document.

FORM 1 – ITQ SUBMISSION	
Respondent's full legal name <i>[Note to Suppliers: Suppliers who are part of a responding group should take care to identify the correct corporation as the Respondent.]</i>	
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Respondent's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> <i>[Note to Respondents: Please ensure that the PBN you provide matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.]</i>	
Preferred language for future communications	English _____ French _____
Applicable Laws: Respondent is requested to indicate the Canadian province or territory they wish to apply for applicable laws, as indicated in Part 3.	
<p>On behalf of the Respondent, by signing below, I confirm that I have read the entire Invitation to Qualify including the documents incorporated by reference into the Invitation to Qualify and I certify that:</p> <p>1. All the information provided in the response is complete, true and accurate.</p>	
Signature of Authorized Representative of Respondent	

SHARED SERVICES CANADA

Toll-Free Network Service

Abbreviated Annex A- Statement of Work

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1 Statement of Work

1.1 Requirement Overview

- 1.1.1.1 Shared Services Canada (SSC) is in the process of transforming government IT infrastructure. A key component of this mandate is to provide a scalable, reliable, cost-effective Toll-Free Network Service (TFNS) that meets the requirements of SSC and partner organizations that choose to share the service.
- 1.1.1.2 The SSC Toll-Free Network Service must work in conjunction with the following:
 - a) Automated Call Centre Operations deploying sophisticated Interactive Voice Response (IVR);
 - b) Computer Telephony Integration (CTI) Call Centre Operations;
 - c) Traditional Call Centre Operations employing Automatic Call Distribution (ACD) technologies; and,
 - d) Straightforward terminations where calls are routed directly to a terminating number.
- 1.1.1.3 When requested by SSC, the Contractor must provide additional services or capabilities during the term of the contract. Examples of these services include, but are not limited to, the following:
 - a) The management, and configuration of departments existing Intelligent Call Management (ICM) Intelligent Call Routing (ICR) or Interactive Voice Response (IVR) Systems;
 - b) Providing ICR and IVR services and applications, whose equipment and software can either be hosted on Contractor's premises or sold to SSC clients and installed on Canada's premises by the Contractor;
 - c) Providing national ACD services hosted on Contractor's premises; and,
 - d) Providing switched data networks, dedicated Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) facilities, and Session Initiation Protocol (SIP) Internet Protocol (IP)-based trunk services.

1.2 General Requirements

- 1.2.1.1 The TFNS to be deployed by SSC must route calls originating from across Canada, International locations, and the United States to answering locations located throughout the provinces within Canada.
- 1.2.1.2 TFNS requirements range from traditional toll-free services (single toll-free number terminating at a single location) to more complex toll-free call routing configurations with toll-free numbers terminating at multiple sites across Canada.
- 1.2.1.3 The following are universal toll-free requirements necessary for day-to-day operations and considered essential for both SSC, and partner organizations that choose to share the service.

1.2.2 Telephony Path

- 1.2.2.1 For calls originating and terminating in Canada, the telephony path from the caller to the terminating equipment must be located entirely within Canada.

1.2.3 Call Routing Mechanism

- 1.2.3.1 The TFNS must provide a switched connection throughout the Contractor's toll-free network; for example, from the Contractor's Point of Presence (PoP) where the call is accepted to the toll-free network and, to the PoP where the call is delivered to the Public Switched Telephone Network (PSTN) for final routing to the SSC terminating location.
- 1.2.3.2 The TFNS must use a toll-free Call Routing Mechanism whereby the routing of calls is determined by end user predefined database entries stored in the Contractor's toll-free network routing database, and must not require any connectivity or intelligent signalling capabilities to the telephone switching systems at the terminating locations.

1.2.4 Interoperability

- 1.2.4.1 The Contractor must ensure interoperability between its network and those of other toll-free service contractors, so that the TFNS operates seamlessly and without performance degradation for end users.
- 1.2.4.2 The TFNS provided by the Contractor must interoperate with the PSTN.
- 1.2.4.3 The TFNS must operate in conjunction with switched data networks including ISDN PRI facilities, VoIP and SIP based trunk services.
- 1.2.4.4 The Contractor must make available, to other toll-free service contractors with whom it interfaces, the complete information and specifications necessary to permit the exchange of data and control information required to assure interoperability.

1.2.5 International Call Acceptance

- 1.2.5.1 The TFNS must accept Toll-Free International calls originating from overseas countries for the following types:
 - a) Type 1 – International Services: Toll-Free Services for which Toll-Free Numbers are the same for several international locations; and,
 - b) Type 2 – Global Services: Toll-Free Services for which Toll-Free Numbers and dialing formats differ by international locations.
- 1.2.5.2 The Contractor must block access from an International Type 1 or Type 2 service when fraud has been identified and documented in writing by the international toll-free gateway provider from which the Contractor obtains service.
- 1.2.5.3 The Contractor must inform the SSC Service Desk within one working day of any changes (e.g. access restrictions or services no longer offered) made to the International Type 1 and 2 services provided.

1.2.6 North America Call Acceptance

- 1.2.6.1 The TFNS must accept Toll-Free calls originating from all phones (telephones, Group I, II and III facsimile machines, wireless and VoIP phones) that are connected to the PSTN in Canada and the United States.
- 1.2.6.2 Whenever a toll-free call cannot be completed, the TFNS must connect the caller to an announcement or a standard tone indicating the failure to complete the call and if applicable, provide instructions. These voice announcements must provide all the information or instructions in both English and French.

- 1.2.6.3 The TFNS must interface with originating calling devices using dual-tone multi-frequency (DTMF) and dial pulse signalling from the PSTN within Canada and the United States.
- 1.2.6.4 French announcements must precede the English versions, for calls originating from Number Plan Areas (NPAs) in the Province of Quebec. Calls originating from all other NPAs must present the English language version first, followed by the French language version.

1.2.7 Service Access Point (SAP)

- 1.2.7.1 The SAP is the point of service delivery at the originating and terminating locations. The SAP will be the interface at which performance is measured by SSC to determine compliance with the Contract, and must be used by the Contractor to identify the charges for services rendered. Each SAP is defined as the combined physical, electrical, and service interface between the Contractor's network and the originating and terminating equipment or the PSTN network.
- 1.2.7.2 SAP locations must include, but not be limited to, the Contractor side of the Equal Access or other methods of interconnections with the Local Exchange Carriers' (LEC) networks, a Private Branch Exchange (PBX) or other local communications system or network.

1.2.1 Terminating Equipment

- 1.2.1.1 The TFNS network interface must in no way affect the operation of SSC's commercially available terminal equipment or PSTN network services. Examples of terminal equipment and PSTN network services used by SSC and its clients include, but are not limited to, the following:
 - a) Cellular telephones;
 - b) Single-line analog telephones;
 - c) Multi-line key telephone systems using either analog or digital interfaces supplied by any contractor;
 - d) Time Division Multiplexing or IP PBX systems using either analog or digital interfaces, with or without CTI functionality supplied by any contractor;
 - e) Centrex ACD applications using either analog or digital interfaces, with or without CTI functionality supplied by any contractor;
 - f) Centrex business services using either analog or digital interfaces supplied by any contractor;
 - g) IVR systems using either analog or digital interfaces supplied by any contractor;
 - h) Hearing/Speech Impaired Devices supplied by any contractor;
 - i) Any other equipment, for example, facsimile machines, typically found on government premises for connection to the PSTN; and,
 - j) ISDN PRI services.

1.2.2 Toll-Free Subscription

- 1.2.2.1 The Contractor must provide SSC with toll-free numbers for their exclusive use as and when requested by SSC.

1.2.3 Directory Assistance

- 1.2.3.1 The Contractor must not include SSC toll-free numbers in any toll-free assistance directory unless specifically requested by SSC in a Toll-Free Service Order (TFSO).
- 1.2.3.2 When requested in a TFSO, the Contractor must include the requested Toll-Free Number (TFN) in:
 - a) Its operator assistance and web toll-free directories; and,
 - b) The toll-free Canadian PSTN live operator toll-free assistance directories.

1.2.4 Vanity Numbers

- 1.2.4.1 The Contractor must accommodate requests for Vanity TFNs, unless the requested TFN has already been assigned or is restricted by law.

TFNS Feature Requirements

1.2.5 Area Code Routing

- 1.2.5.1 This TFNS feature must allow SSC to route calls based on any and all of the originating Numbering Plan Area Codes (NPAs) from within Canada and the United States of America
- 1.2.5.2 The Contractor must ensure that this feature is automatically updated to accept any new area codes introduced during the Contract Period.

1.2.6 Country Code Routing

- 1.2.6.1 Based on the country of origin of the incoming call, the TFNS must provide a Country Code Routing feature that routes incoming international toll-free calls to different telephone numbers in Canada.

1.2.7 Exchange Code Routing

- 1.2.7.1 This TFNS feature must allow SSC to route calls based on the originating Canadian area code and telephone network exchange code (NXX – the first three digits of a seven digit telephone number).
- 1.2.7.2 The TFNS must provide an Exchange Code Routing feature that routes calls made to a TFN to at least 512 telephone numbers in Canada, based on incoming NPA/NX.

1.2.8 United States of America State Codes

- 1.2.8.1 This feature must be provided by the Contractor to allow SSC to group the individual United States of America area codes by State and identify each State with a corresponding State Code, for example, the State Code for New York area codes would be grouped under NY.
- 1.2.8.2 The Contractor must ensure that each State Code is automatically updated to accept any new area codes introduced during the Contract Period.

1.2.9 Serving Areas

- 1.2.9.1 The TFNS must allow SSC to create groupings of specific caller Area Codes, State Codes and Exchange Codes to define areas of service referred to as Serving Areas. Serving Areas must then be associated with a toll-free number to define how calls are routed.

1.2.10 Number of Distinct Serving Areas

- 1.2.10.1 The TFNS must allow SSC to associate a minimum of seven distinct Serving Areas with each toll-free number.

1.2.11 Serving Area Routing

- 1.2.11.1 This TFNS feature must allow SSC to route any call originating from a predefined serving area to one, or more, of the following terminating destinations:
 - a) Any Terminating Number (including Courtesy Response Numbers);
 - b) Any Call Overflow Routing Sequence; and,
 - c) Any Call Allocation Table.

1.2.12 Serving Areas with Day-of-Week/Time-of-Day Routing

- 1.2.12.1 The TFNS must allow SSC to perform a minimum of fourteen time-of-day routing changes for each toll-free number, for each day, and for each unique serving area.
- 1.2.12.2 It is mandatory that each defined serving area remain intact at all times when either a day-of-week or time-of-day routing change has been automatically invoked to re-route the calls to a different terminating destination.

1.2.13 Call Allocation

- 1.2.13.1 The TFNS must allow SSC to allocate incoming calls based on SSC defined criteria.
- 1.2.13.2 The TFNS must define in a table, referred to as a Call Allocation Table, the individual percentage of incoming calls to be routed to individual terminating number(s) and call overflow routing sequence(s).
- 1.2.13.3 The call distribution algorithm used by this feature must continually distribute calls during that particular time period based on the percentages specified within the Call Allocation Table. The calls are to be distributed within an hourly margin of error of plus/minus five percent based on a minimum of five hundred calls for each day. For example, in a scenario where calls are to be distributed between two locations, with each location receiving fifty percent of the calls, the call allocation algorithm must randomly distribute calls evenly between the two sites during the period in which the Call Allocation Table is in effect.
- 1.2.13.4 The sequential distribution of calls is not acceptable and any contractors using this approach will be considered non-responsive.
- 1.2.13.5 The call allocation feature must provide SSC with the ability to assign any value ranging from zero percent to one hundred percent to any terminating number and call overflow routing sequence specified within the Call Allocation Table.
- 1.2.13.6 The Contractor must provide a means to uniquely identify each Call Allocation Table through either a user defined or system generated name.

1.2.14 Number of Call Allocation Tables

- 1.2.14.1 The TFNS must allow a minimum of forty-two unique Call Allocation Tables to be activated for each toll-free number.

1.2.15 Call Allocation Table Size

- 1.2.15.1 The TFNS Call Allocation Table must allow SSC to assign a minimum of twenty unique entries consisting of individual terminating numbers, call overflow routing sequence combinations, and associated call distribution percentages.

1.2.16 Call Overflow Routing

- 1.2.16.1 This TFNS feature must automatically overflow calls that cannot be completed to the primary terminating number due to a busy and ring-no-answer condition, to an alternate terminating number predefined by SSC.
- 1.2.16.2 When overflowing on a busy condition between locations, the Contractor must reroute immediately. The reroute of the call must be totally seamless to the caller, to ensure no noticeable transition sounds (standard tones) are heard by the caller.

1.2.17 Call Overflow Routing Sequence

- 1.2.17.1 This TFNS feature must automatically reroute calls to a minimum of three alternate predefined terminating numbers based on SSC's defined busy and ring-no-answer overflow condition, referred to as a Call Overflow Routing Sequence.
- 1.2.17.2 The feature must allow SSC to define, and identify up to twenty unique overflow routing sequences for each toll-free number.

1.2.18 Call Overflow Routing Timers and Conditions

- 1.2.18.1 The Contractor must provide SSC with the capability to modify the overflow terminating number sequence and apply each of the following elements to each uniquely identified call overflow routing sequence for each toll-free number:
 - a) Modify the overflow sequence for the three overflow terminating numbers;
 - b) Activate or deactivate the busy condition; or,
 - c) Modify the individual ring-no-answer thresholds for either a minimum range of three to six ring cycles or a minimum range of fifteen to thirty seconds.

1.2.19 Terminating Destinations-Day of Week/Time of Day Routing

- 1.2.19.1 The TFNS must automatically re-route toll-free calls associated with specific serving areas between designated terminating destinations based on the individual day-of-week as well as the individual time-of-day (defined as hour and minute of the day). Terminating destinations will consist of any associated terminating numbers, call overflow routing sequences, courtesy response conversion numbers, and call allocation tables.
- 1.2.19.2 This routing feature must automatically perform eighty-four or more timed sequences for each day, and for each toll-free number.

1.2.20 Predefined Emergency Network Routing Plans

- 1.2.20.1 The TFNS must allow SSC to store a minimum of fifty Predefined Emergency Network Routing Plans for each toll-free number that SSC can activate in case of an emergency. When activated, each emergency network routing plan will determine how calls to a specific TFN will be routed.
- 1.2.20.2 The emergency routing plan and activation feature must allow SSC to create, alter, and delete up to fifty alternate routing plans for each TFN in Canada, with each plan defined for five geographical areas in Canada, and one area for each International Type 1 and Type 2 service.
- 1.2.20.3 The predefined emergency network routing plans must become effective within five minutes of activation. These predefined emergency network routing plans must be activated by authorized SSC personnel contacting the Contractor by telephone seven days a week, twenty-four hours a day. The SSC Service Desk will develop and maintain the listing of personnel authorized to activate predefined emergency network routing plans by telephone for specific SSC toll-free numbers.
- 1.2.20.4 The Contractor must provide to the SSC Service Desk, a toll-free number to remotely access this feature and apply access passwords with instructions in both English and French.

1.2.21 Database Routing

- 1.2.21.1 The TFNS must provide a Database Routing feature that allows callers dialing a toll-free number to input a Caller-Entered Number (CEN) that will direct their call to the

terminating telephone number that corresponds to this CEN. The TFNS must accommodate CENs that vary in length from one to thirty digits depending on the specific application.

1.2.21.2 The database routing must work in conjunction with the Call Prompter.

1.2.21.3 The TFNS routing database must accommodate at a minimum, six hundred simultaneous calls and one thousand telephone numbers for each TFN.

1.2.21.4 The Contractor must supply and maintain the routing database and associate it to the TFN for which it has been subscribed.

1.2.22 Call Prompter

1.2.22.1 The TFNS Call Prompter must give callers the ability to select menu options and then navigate through layers of menus to determine how their call will be routed. The Call Prompter equipment required to provide this functionality to SSC must be supplied and maintained by the Contractor and must not reside on SSC premises.

1.2.22.2 The Call Prompter functionality must provide the following minimum capabilities for each toll-free number:

- a) Custom pre-recorded voice announcement prompts to callers in the form of menu choices and directing of calls according to the prompt choice selected by the caller;
- b) The ability to define how callers who have a rotary telephone or callers who choose not to respond to the prompts are handled;
- c) At the main menu level, those callers who do not indicate their choice within five seconds after listening to the initial message, automatic routing of the call to a predetermined terminating number;
- d) A minimum of five minutes of message recording time available for each menu level;
- e) The ability for SSC to record the individual announcements remotely using a toll-free telephone number, or to provide the script of the announcements for the Contractor to record;
- f) A minimum of nine menu selections for each menu level;
- g) A minimum of ten levels of menu choices for each menu selection;
- h) Capability to inter-work with the Courtesy Response feature and local terminating telephone numbers;
- i) The capacity to process a minimum of one hundred simultaneous callers;
- j) At any menu level, immediately provide the voice announcement to the caller after selection of a prompt;
- k) At any menu level, allows callers to return back to the previous menu level by pressing a specific key;
- l) Allows callers to enter personalized codes to access menus that are offered only to the caller; and,
- m) Provide voice files in wav, Mp3, MPEG4, PCM, formats.

1.2.22.3 The TFNS must allow the caller to interrupt and replay the pre-recorded voice announcement prompts.

1.2.22.4 The Contractor must provide at no cost to the SSC Service Desk, the following Call Prompter information one month before the contract end date:

- a) Call Prompter voice files in a standard format (e.g. wav);
- b) Call Prompter call flow diagrams;
- c) Number of SSC Call Prompter ports being used for day to day and peak period traffic; and,
- d) Average SSC call duration time used in the Call Prompter.

1.2.22.5 An example of an application with three menu levels and nine menu selections for each level is shown in Figure 1-2, Call Prompter Menu Levels.

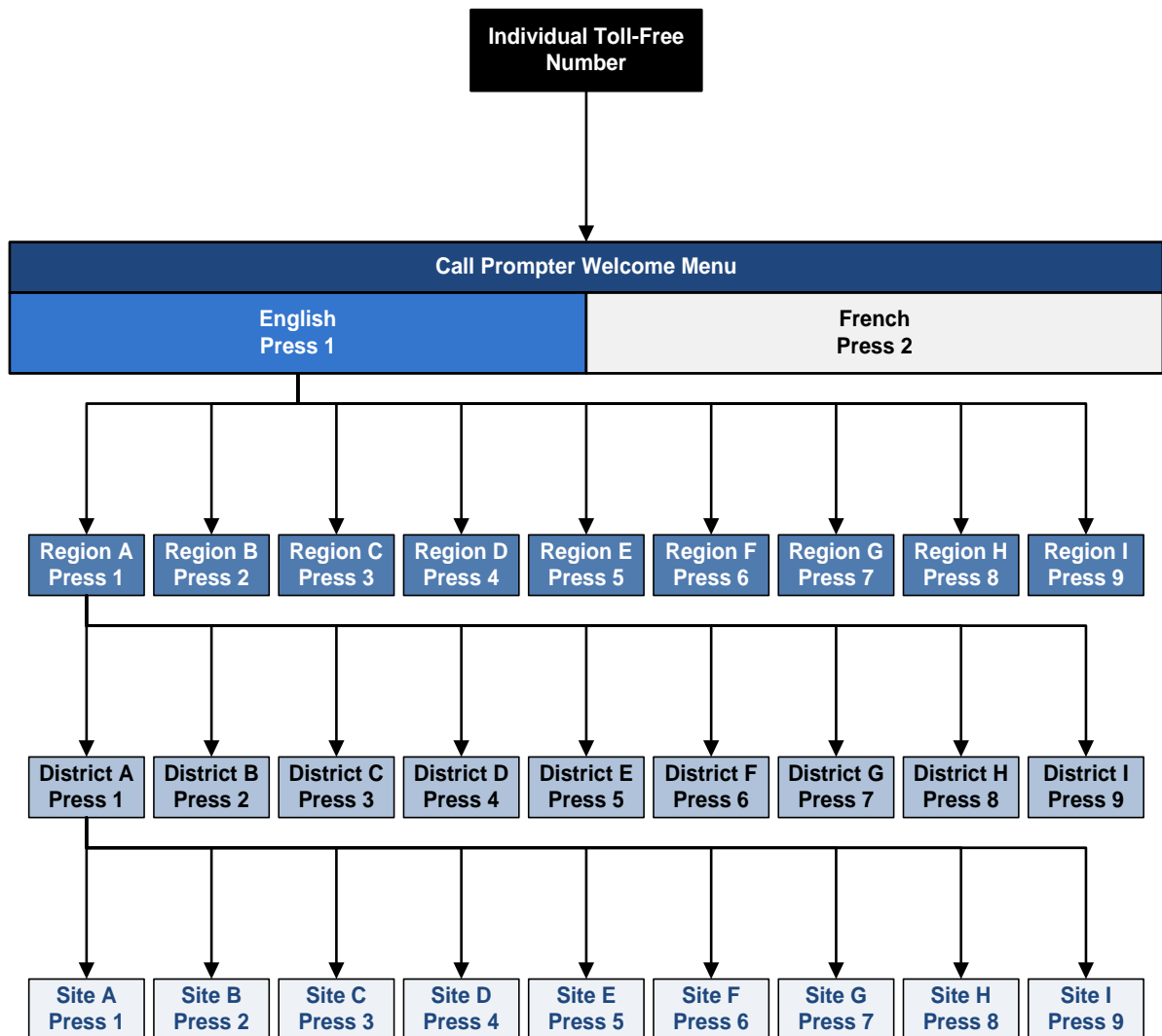


Figure 1-2 Call Prompter Menu Levels

1.2.22.6 When the Contractor’s Call Prompter becomes overloaded or is not available for any reason a network congestion tone or fast busy must be provided to the caller.

1.2.23 En-Route Announcement

1.2.23.1 The TFNS must provide an En-Route Announcement that allows SSC to direct calls to a pre-recorded voice announcement before the call is routed to a terminating number.

- 1.2.23.2 The En-Route Announcement equipment required to provide this feature to SSC must be supplied and maintained by the Contractor and must not reside on SSC premises.
- 1.2.23.3 Recorded announcements must always be played from the beginning for each caller and must have a minimum duration of four minutes recording time. The TFNS must provide sufficient capacity to provide a minimum of one hundred simultaneous callers with En-Route Announcements.
- 1.2.23.4 SSC must connect directly to the En-Route Announcement equipment using a toll-free number and remotely modify, by telephone, the individual recorded announcements. Any recordings or modifications, once submitted by SSC, must take effect onto the toll-free network within five minutes and without human intervention on the part of the Contractor. The Contractor must provide the SSC Service Desk with a toll-free number to remotely connect to the En-Route Announcement equipment on a twenty-four hour a day, seven day-a-week basis, as well as the appropriate access passwords.
- 1.2.23.5 The Contractor must provide the SSC Service Desk with detailed instructions, in both English and French, describing how to access and record the announcements.

1.2.24 Courtesy Response

- 1.2.24.1 This TFNS feature must allow calls to be directed to and terminated at a toll-free network recorded announcement based on the toll-free number dialed and serving area defined.
- 1.2.24.2 The Courtesy Response equipment must be supplied and maintained by the Contractor and must not reside on SSC premises.
- 1.2.24.3 Recorded announcements for each TFN must always be played from the beginning for each caller through to completion of the call (minimum duration thirty seconds). The TFNS must provide sufficient capacity to provide a minimum of one hundred simultaneous callers with Courtesy Response messages.
- 1.2.24.4 The messages will be scripted by SSC on an ongoing basis. The Contractor must provide SSC with a direct connection to the Courtesy Response equipment using a toll-free number to remotely modify when necessary, by telephone, the individual recorded announcements. Any recordings or modifications, once submitted by SSC, must take effect onto the TFNS within five minutes.
- 1.2.24.5 The Contractor must provide SSC with a toll-free number including appropriate access passwords, to remotely connect to the Courtesy Response equipment on a twenty-four hour-a-day, seven day-a-week basis.
- 1.2.24.6 The Contractor must provide SSC with detailed instructions, in both English and French, describing how to access and record the announcements.
- 1.2.24.7 When the Contractor's Courtesy Response becomes overloaded or is not available for any reason, a network congestion tone or fast-busy must be provided to the caller.

1.2.25 Dialed Number Identification (DNIS)

- 1.2.25.1 Where multiple toll-free numbers terminate on the same designated telephone number, the Contractor's TFNS must provide, with the presentation of the call, information which identifies the specific toll-free number dialed by the caller. This can be accomplished by either providing the actual toll-free number dialed or by providing a unique number which corresponds to the toll-free number dialed.
- 1.2.25.2 When the call overflows to an alternate answering location due to either a busy or a ring-no-answer condition, the Contractor must provide the originating caller's dialed number identification information to the overflow site.

1.2.26 Calling Line Identification (CLID)

- 1.2.26.1 The TFNS must provide SSC with the telephone number of the caller whenever it is available. When the call overflows to an alternate answering location because of a busy or ring-no-answer condition, the calling line identification must follow to the overflowed site.
- 1.2.26.2 The TFNS must deliver the calling line identification to customer provided equipment being hosted at the terminating telephone number.

1.2.27 International Call Indicator

- 1.2.27.1 The TFNS must provide an International Call Indicator feature for each TFN that, when activated, identifies international toll-free calls to the toll-free terminating equipment by:
 - a) Adding a prefix to the CLID of an international TFN; or,
 - b) Providing a unique and predefined alternate display number when the Contractor's equipment is not able to add a predefined prefix to the CLID.

1.2.28 Multiple Toll-Free Numbers Termination

- 1.2.28.1 The TFNS must allow more than one toll-free number to terminate on the same designated terminating number.

1.2.29 Toll-free Number Portability

- 1.2.29.1 The Contractor must allow SSC to keep existing toll-free numbers if SSC chooses to transfer toll-free service to another toll-free contractor.
- 1.2.29.2 The Contractor must provide toll-free number portability in domestic, U.S. and international locations where it is allowed by the applicable regulatory organizations.

1.2.30 Feature Inter-Workings

- 1.2.30.1 The TFNS must, at a minimum, allow inter-working of the following features (described above) without affecting individual feature functionality:
 - a) Serving Areas must inter-work with Call Overflow Routing;
 - b) Serving Areas must inter-work with Call Allocation;
 - c) Serving Areas must inter-work with Day-of-Week/Time-of-Day Routing;
 - d) Serving Areas must inter-work with Courtesy Response;
 - e) Call Allocation must include call overflow routing sequences;
 - f) Day of Week/Time of Day Routing must inter-work with Call Overflow Routing;
 - g) Day of Week/Time of Day Routing must inter-work with Call Allocation;
 - h) Dialed Number Identification must inter-work with any of the above feature inter-working combinations (items a through g);
 - i) Calling Line Identification must inter-work with any of the above feature inter-working combinations (items a through g);
 - j) Call Prompter must inter-work with Courtesy Response; and,
 - k) Database routing must inter-work with Call Prompter.

1.3 Network Recorded Announcements

- 1.3.1.1 The TFNS must provide an Announcements feature that plays a pre-recorded voice announcement to inform the caller or the terminating party about the routing of the call, the caller, or the status of the call termination.
- 1.3.1.2 The TFNS standard default, standard pre-recorded voice announcements must be available in both English and French.
- 1.3.1.3 The TFNS pre-recorded voice announcements used in conjunction with the En-Route Announcement, Call Prompter and Courtesy Response features must be changed by the Contractor when a TFSO is issued by SSC requesting a voice announcement change.
- 1.3.1.4 The TFNS pre-recorded voice announcements must accommodate recording duration times of two hundred and forty seconds as a minimum. This may be achieved by stringing two or more pre-recorded announcements together.
- 1.3.1.5 The Contractor must allow SSC to write the content for pre-recorded voice announcements.
- 1.3.1.6 When requested by SSC, the Contractor must review the content of the pre-recorded voice announcements and confirm their suitability.
- 1.3.1.7 When requested by SSC, the Contractor must perform the following:
 - a) Record the content of voice announcements that are provided in writing by SSC representatives;
 - b) Confirm with the SSC representative that the Contractor's recorded message is acceptable;
 - c) Re-record the message if requested; and,
 - d) Implement the recorded message on the toll-free service.

1.3.2 Non-Active Announcement

- 1.3.2.1 The TFNS must provide a Non-Active Announcement feature that plays a pre-recorded voice announcement that refers callers to a new number or, advises them that the TFN they have dialed is no longer active.
- 1.3.2.2 The Contractor must ensure that any Non-Active Announcement remains in service for a minimum of six months after a TFN is no longer active.

1.3.3 Network Intercepts and Call Progress Tones

- 1.3.3.1 The TFNS must provide either audible announcements or Network Intercepts and Call Progress Tones as an inherent network capability, when a call or call-attempt cannot be completed for any reason.
- 1.3.3.2 As a minimum, the TFNS must provide notifications when any of the following applies:
 - a) Number discontinued;
 - b) Busy conditions; true busy
 - c) Ring back;
 - d) Number reassigned;
 - e) Time-out during dialing;
 - f) Network congestion; and,
 - g) Denial of access based on calling area restrictions.

1.3.4 Traffic Volume

- 1.3.4.1 The Contractor's TFNS must accommodate peak traffic volumes that fluctuate depending on programs and services being offered to the public.
- 1.3.4.2 To accommodate growth in traffic volume during peak periods, the Contractor's TFNS must have the capacity to transport SSC toll-free call traffic of up to 60 million minutes monthly.

1.3.5 Scalability

- 1.3.5.1 The TFNS must meet all requirements of this SOW during an increase of toll-free traffic of up to twenty percent in the number of call attempts during a working day.

1.4 Hosted Call Management Service (HCMS)

1.4.1 Call Management Server

- 1.4.1.1 The Contractor must provide a dedicated Call Management Server located on the Contractor's premises for the purpose of providing TFNS management reports, call detail records and historical reports to both SSC and its clients sharing the TFNS.
- 1.4.1.2 The Contractor's HCMS must be linked to the Contractor's TFNS Portal to allow authorized SSC enterprise and partner administrators to download the following reports using Secure File Transfer Protocol:
 - a) Traffic Management Data and Trend reports;
 - b) Monthly Call Detail information;
 - c) Service Management Reports;
 - d) Historical Reports; and,
 - e) Ad Hoc Call Detail reports for individual TFNs.
- 1.4.1.3 TFNS statistical data stored on the Call Management Server must be user definable to allow partner administrators to export TFNS statistical data into customized database spreadsheet programs.
- 1.4.1.4 Access to the Contractor's HCMS must require TFNS enterprise and partner administrators to authenticate access using a clear-text sign-in protocol. To ensure secure transmission the administrator's user name and password must be hidden and encrypted.
- 1.4.1.5 The Contractor's Call Management Server must allow for server partitioning of TFNS statistical data for each SSC client sharing the service. TFNS administrators must only have access to statistical data specific to their organization.

1.4.2 Monthly Periods

- 1.4.2.1 The HCMS must provide the following deliverables with content details depicting activity from the first calendar day of the month, and ending on the last calendar day of the month. The monthly deliverables are as follows:
 - a) Monthly call details;
 - b) Summary invoice;
 - c) Billing detail file;
 - d) Service management reports; and,
 - e) Performance service credit report.

1.4.3 Traffic Management Data and Trend Reports

- 1.4.3.1 The HCMS must provide monthly Traffic Management Data and Trend Reports to partner and enterprise administrators for each toll-free number requested. These reports must, at a minimum, include information for the preceding eighty days of the report request date. Report details for each TFN must include the following:
 - a) Traffic trending reports with start and end date/time periods in incremental durations of 15-minutes:
 - i) Total and percentage of:
 - (A) Calls attempted;

- (B) Calls completed;
 - (C) Calls blocked; and,
 - (D) Unique Callers
- b) Number of completed calls by originating NPA/NXX in North America and international locations and by destination NPA/NXX during the monthly period.

1.4.4 Call Detail Information

- 1.4.4.1 The HCMS must provide the following call details for every call including, transferred calls to PSTN telephone numbers downloadable in a compressed file from the Contractor's TFNS Portal, to TFNS partner administrators accessing the HCMS:
- a) Originator's 10-digit directory number, or all digits of an international directory number to the extent made available by the international Carriers;
 - b) SSC client name and 4 digit identification code;
 - c) Called province (or territory) and city;
 - d) 10-digit called number;
 - e) 10-digit TN;
 - f) Start date, end date and time (yyyy/mm/dd/hh:mm:ss);
 - g) Actual call duration in minutes including at least one decimal point without rounding and without applying a minimum duration to the call; and,
 - h) Call results (network blocked, Customer Provided Equipment (CPE) busy, answered, abandoned)
- 1.4.4.2 The Contractor must ensure that the usage pricing information associated with the call details is accessible only to SSC enterprise administrators possessing proper authorization. Call details must also include the SSC client's four-digit code. SSC's Billing Authority will provide the four-digit account code for each SSC client to the Contractor thirty calendar days after contract award.
- 1.4.4.3 Call Detail Information must be posted on the Contractor's TFNS Portal within ten working days after the last calendar day of the monthly invoicing period. All Call Detail Information must be archived and available for SFTP download from the Contractor's TFNS Portal to an SSC premise based server, or local partner administrator workstation.

1.4.5 Historical Report Definitions

- 1.4.5.1 The HCMS must allow TFNS partner administrators to define Historical Reports, assign a name to each report definition, and save that definition locally for future use.
- 1.4.5.2 The HCMS must allow the TFNS partner administrator to view a list of historical report definitions previously saved by that partner administrator. The Contractor's TFNS must allow partner administrators to select a report definition, recall it, and either submits the report definition for processing or modifies the report definition before submitting for processing. The TFNS partner administrator must have the option of re-saving a modified report definition or assigning it a new name and saving it as a new Historical Report.

1.4.6 Historical Report - Data Selection Criteria

- 1.4.6.1 The HCMS must provide the TFNS partner administrator with the ability to specify one or more toll-free numbers and any or all of the associated terminating telephone numbers as the basis for a Historical Report.

1.4.7 Historical Report - Date and Time Selection Criteria

- 1.4.7.1 The HCMS must allow the TFNS partner administrator to identify both a date range and time range on which Historical Report information will be provided.

1.4.8 Historical Reports - Data Filtering Criteria

- 1.4.8.1 The HCMS must at a minimum allow the TFNS partner administrator to filter the data to be included in each Historical Report by specifying any of the following:
- a) One or more originating caller area codes;
 - b) One or more terminating area codes;
 - c) One or more originating caller ten digit telephone numbers;
 - d) Geographic caller regions;
 - e) User defined call duration for completed calls; or,
 - f) Network conditions.

1.4.9 Historical Report Types

- 1.4.9.1 The HCMS provided by the Contractor must provide three (3) types of Historical Reports to SSC:
- a) Call Detail Record Historical Report;
 - b) Call Completion Historical Report; and,
 - c) Network Call Activity Historical Report.

1.4.10 Call Detail Record Historical Report

- 1.4.10.1 For each call, the Contractor's toll-free network must generate a call detail record identifying the final network condition experienced at each terminating location.
- 1.4.10.2 The HCMS must allow TFNS partner administrators to create reports containing individual call detail records which meet the data criteria specified by the administrator in the report definition. The minimum data fields required for this report are provided in Annex A.3 - Historical Report Data Field Descriptions.

1.4.11 Call Completion Historical Report

- 1.4.11.1 The HCMS must allow TFNS partner administrators to create reports, which summarize the report criteria as specified by the administrator in the report definition. The minimum data fields required for this report are provided in Annex A.4 - Call Completion Historical Report – Data Fields.

1.4.12 Network Call Activity Historical Report

- 1.4.12.1 The HCMS must allow TFNS partner administrators to create a report, which summarizes the report criteria as specified by the administrator in the report definition. The minimum data fields required for this report are provided in Annex A.5 - Network Call Activity Historical Report – Data Fields.

1.4.13 Historical Report - Report Summarization and Display

1.4.13.1 The HCMS must provide the TFNS partner administrators with the following options to specify the manner in which the Historical Report data results are summarized and displayed:

- a) Each individual call detail record is displayed. No summary required (applicable to Call Detail Record Historical Report only);
- b) Each toll-free number(s) specified is summarized and displayed;
- c) Each toll-free number(s) and each associated terminating number(s) specified are summarized and displayed;
- d) Terminating area code(s) specified are summarized and displayed; or,
- e) Originating caller region(s) specified are summarized and displayed.

1.4.13.2 The HCMS must also, at a minimum, provide the TFNS partner administrators the following options to specify the manner in which the data is summarized or totalled for the following time intervals within the date and time range specified in the data selection criteria:

- a) By date and hour;
- b) By hour of day;
- c) By date;
- d) By day of week; or,
- e) By week.

1.4.14 Printing Historical Reports

1.4.14.1 The HCMS must allow the TFNS partner administrators to print completed historical reports on a network connected printer.

1.4.15 Saving Historical Reports

1.4.15.1 The HCMS must allow TFNS partner administrators to save completed reports on their local workstation, or on a premise based server.

1.4.16 Exporting Historical Reports

1.4.16.1 The HCMS must allow TFNS partner administrators to export completed reports to their local workstation or premise based server in at least one of the following data formats:

- a) .csv – comma delimited format;
- b) .doc – document file;
- c) .pdf – portable document format and,
- d) .xls – Microsoft Excel format.

1.4.17 Report Generation

1.4.17.1 The HCMS must store the call detail records required to generate historical reports involving unique caller telephone numbers for a minimum of three hundred and sixty-six calendar days.

1.4.18 Ad Hoc Call Detail Reports

- 1.4.18.1 The HCMS must allow TFNS partner administrators to request and obtain Ad Hoc Call Detail Reports by TFN at any time, assign a name to each report, and save that report locally for future use.
- 1.4.18.2 The HCMS must allow partner administrators to view the list of any Ad Hoc Call Detail Reports previously saved. The partner administrators must be able to select a specific report, recall it, and either submit the Ad Hoc report for processing or modify the Ad Hoc report before submitting for processing. The administrator must then have the option of re-saving a modified Ad Hoc report or assigning the report a new name and saving it as a new Historical Report.

1.4.19 Time Notations

- 1.4.19.1 For each deliverable listed below, the HCMS must indicate the time using twenty- four hour notation, for example, 14:00 hrs and not 02:00 PM in Eastern Time. In addition, the HCMS must specify the location on which the time notification is based on (originating, terminating or other specific location).
 - a) Call Detail Information;
 - b) Traffic Management Data and Trend Reports;
 - c) Ad Hoc Call Detail Report;
 - d) Billing Detail File ; and,
 - e) Incident Report.

1.4.20 Monthly Billing Report

- 1.4.20.1 The Contractor must provide a consolidated Monthly Billing Report, which at a minimum, summarizes the billing information for the period as follows:
 - a) Report period;
 - b) The account number(s);
 - c) Billing address;
 - d) Toll-free number(s) by account;
 - e) Total usage for period by toll-free number;
 - f) Total charges incurred for Individual Number Blocking feature;
 - g) Total toll-free number subscription charges;
 - h) Total charges incurred for courtesy response functionality;
 - i) Total charges incurred for Call Prompter functionality;
 - j) Total charges incurred for database routing functionality;
 - k) Total charges incurred for toll-free usage; and,
 - l) The grand total for the account.

2 Toll-Free Network Service Portal

2.1.1 General Requirements

- 2.1.1.1 The Contractor must provide a web-based, access site and exchange point using Secure File Transfer Protocol (SFTP) for exchange of all TFNS information including:
- a) Receipt and submission of quotations;
 - b) Procurement and bill payment;
 - c) Toll-free service order requests;
 - d) Price lists and tables;
 - e) Change, and Incident Management notifications;
 - f) TFNS Call Detail, Service Management and Historical reports;
 - g) TFNS invoices;
 - h) Acceptance Plan test results;
 - i) Site Migration Schedules; and,
 - j) Service documentation, contacts, and escalation procedures.

2.1.2 Secure File Transfer Protocol (SFTP) Site Requirements

- 2.1.2.1 The Contractor's FTP site must allow, among other functions, authorized SSC personnel, such as the Technical Authority, SSC's Service Desk, TFNS enterprise and partner administrators, to download, at a minimum, TFNSO documentation, reports, technical documents, billing and service management-related information, as defined in this Contract.
- 2.1.2.2 The Contractor must provide a secure FTP site that meets the following security requirements:
- a) Only the required IP ports are open;
 - b) Records system transactions and enables audit trails;
 - c) Enables AES-128-bit encryption for access and exchange of information;
 - d) All accesses to the secure FTP site must:
 - (1) Be logged;
 - (2) Adhere to Secure Shell-2 (SSH-2) standards; and
 - (3) Have user(s) authenticated by unique user identification(s) and password(s), or by SSH Keys, or by X.509 certificates.
 - e) User identification is issued for a specific length of time and reconfirmed annually; and
 - f) The Contractor must not use protocols that send clear text usernames or passwords. The password must:
 - (1) For all accounts, be user selectable and requires a minimum of eight (8) digits in length; composed of a mix of alpha and numeric characters and include a minimum of one (1) upper and one (1) lower case letter;

- (2) Be known only by the authorized user of the account;
 - (3) Not be embedded in an automated logon procedure (sign-on script);
 - (4) Never be displayed on the personal computer monitor;
 - (5) Never be printed or included on computer file or print output;
 - (6) Be changed at least once every ninety (90) calendar days; and
 - (7) Be protected by one-way 128-bit encryption.
- 2.1.2.3 The password history file must be set to remember, at a minimum, the last five (5) passwords used, in order to prevent users from re-using them.
- 2.1.2.4 Three (3) consecutive failed attempts to enter the correct password must result in the account being locked. The Technical Authority will need to contact the Contractor's secure FTP site administrator and authenticate him/herself in order to have the password reset. Upon re-entering the new password to access the secure FTP site, these users must be prompted to change their password.
- 2.1.2.5 SSC will provide the Contractor with all the necessary protocols and processes that are currently in place for SSC Incident Management. On receipt of this information, the Contractor must provide for trial to SSC Operations, a TFNS Portal that satisfies the Incident Ticket reporting requirements.
- 2.1.2.6 The Contractor must adhere to the following Contractor TFNS Portal delivery schedule:
- a) Step 1 - Fifteen working days from contract award, the SSC Project Manager, Operations Manager and the Contractor's Project Manager will meet to review and ensure that SSC's Portal and the Contractor's TFNS Portal development objectives are aligned. Both parties will discuss and jointly formulate a definitive plan of action for TFNS Portal delivery.
 - b) Step 2 – Five working days from completing Step 1, the Contractor must meet with the SSC Project Manager and submit a draft TFNS Portal Development Schedule. The TFNS Portal Development Schedule must contain activity sequencing, activity resource estimates, and activity duration estimates. The SSC Project Manager will review the draft for five working days, and make changes if necessary. If both parties are in agreement with the draft Portal Development Schedule after this review, the draft copy will be considered final and the Contractor will proceed to Step 3.
 - c) Step 3 - The Contractor must provide within one hundred working days of concluding Step 2, a TFNS Portal for trial that satisfies all the requirements and functionality discussed and finalized at the Step 2 meeting.
 - d) Step 4 – Interoperability and functionality testing will take place between the SSC Portal and the Contractor's TFNS Portal for twenty working days from Step 3 delivery of the Contractor's trial TFNS Portal.
 - e) Step 5 – At the end of the testing period the Contractor's TFNS Portal must be completely operational and available for SSC and its clients use.
- 2.1.2.7 The Contractor must use a change management process for their TFNS portal development (including as the TFNS portal evolves during the Contract Period) that includes the following components:
- a) Change request logging and filtering;
 - b) Prioritizing the request;
 - c) Acceptance or rejection by a governance body;

- d) Testing; and,
 - e) Hand-off to Release Management.
- 2.1.2.8 The Contractor must use a Release Management process for Contractor TFNS portal development including additional new releases during the Contract Period that includes the following components:
- a) Planning the release;
 - b) Scheduling the release;
 - c) Designing and building the contents of the release package;
 - d) Developing the implementation plan, test plans, back-out plan; and,
 - e) Acceptance and reporting methodology.
- 2.1.2.9 The Contractor must consult and obtain written authorization from the SSC Service Desk before performing any Change and Release Management tasks associated with their TFNS Portal.
- 2.1.2.10 The Contractor must ensure that usage of the Contractor's TFNS Portal leaves no "footprint", for example, persistent cookies, or pop-ups on an SSC user's workstation. The Contractor's TFNS Portal must conform to Treasury Board's "Standard on Privacy and Web Analytics," which can be found at:
- <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=26761>
- 2.1.2.11 All accesses to the service portal must be logged.
- 2.1.2.12 The Contractor's TFNS Portal must provide SFTP download capability to the SSC Service Desk and SSC enterprise and partner TFNS administrators. Standard, cleartext FTP must be blocked. SSC will be consulting with the Contractor to include additional web portal services and functionality as the SSC TFNS evolves.
- 2.1.2.13 The Contractor must provide an electronic file of the access log records for the previous twelve months, within five working days of a request from SSC. During the first twelve months following contract award, the Contractor must provide these records from the date of contract award to the date of each request. The electronic file must be compatible with one of SSCs' desktop applications: Microsoft Office Suite, Microsoft Project, Acrobat, Lotus SmartSuite, and Visio.

2.1.3 Connectivity Requirements

- 2.1.3.1 The Contractor must ensure that the Contractor's TFNS Portal is dedicated to SSC. Only SSC's Service Desk, SSC enterprise administrators managing TFNS portal access profiles, and SSC authorized partner administrators sharing the TFNS, will have access to the Contractor's TFNS Portal.
- 2.1.3.2 The Contractor's TFNS Portal must be accessible through the Internet by a secure access connection using Internet Explorer 8 at a minimum. The Contractor must encrypt all data exchanged between the Contractor's TFNS Portal and SSC's browser using a current encryption technique approved by the Communication Security Establishment (CSE).
- 2.1.3.3 Before declaring the Contractor's TFNS Portal active and available to SSC, the Contractor must submit a Vulnerability Assessment (VA) document with details about the Internet connectivity linking the Contractor's and SSC's Service portal.
- 2.1.3.4 The Contractor must conduct monthly Vulnerability Assessments and when completed, provide a report detailing the results to the SSC Service Desk for approval.

- 2.1.3.5 The Contractor must allow SSC IT Security to conduct System Penetration Testing when requested to verify for any potential vulnerabilities that could result from poor or improper system configuration, both known and unknown hardware or software flaws, operational weaknesses in process, or technical countermeasures.
- 2.1.3.6 The Contractor must correct at no cost to SSC, through Change Management and Release Management processes in consultation with SSC Operations, any unacceptable vulnerabilities found during SSC's review of the VA.

2.1.4 Service Portal Functionality

- 2.1.4.1 The Contractor's TFNS Portal must exchange data with SSC's toll-free service ordering portal. Examples include, sending and receiving requests for quotations, TFSO requests, and any amendments to those documents.. SSC will enter all TFSO information into SSC's own service ordering portal and then transfer that data to the Contractor's application environment directly through the Contractor's Service Portal in Extensible Markup Language (XML) or Extensible Schema Definition (XSD) formats (to be defined on contract award). When the data is received, the Contractor must then send that data back to SSC's Service Portal in an xml or xsd format.
- 2.1.4.2 The Contractor's TFNS Portal must allow the TFNS enterprise administrator to configure TFNS portal privileges so that partner administrators can have direct access to control their own password and profile information, view their own incident tickets, TFNS Migration Schedules, and to issue requests for TFNS Historical and Ad Hoc Call Detail reports specific to their organization.
- 2.1.4.3 The Contractor's TFNS Portal must allow the SSC Service Desk to view all records and tickets, and SSC authorized partner administrators to view only service management reports and tickets specific to their organization.
- 2.1.4.4 The Contractor's TFNS Portal must allow the SSC Service Desk to perform the following:
 - a) View, sort and search TFNS documentation, test results, reports; and,
 - b) View, sort and search incident tickets generated by the Contractor's Incident Management System.
- 2.1.4.5 The Contractor's TFNS Portal must allow the SSC Service Desk and enterprise administrator to perform the following:
 - a) View, sort and search all TFSO requests;
 - b) View, sort and search all billing and financial information;
 - c) View, sort and search all quotations;
 - d) View price lists;
 - e) Query for specific records/reports based on filter criteria (any field in the database);
 - f) Export query results in tab-delimited file or Comma-Separated Values (CSV) format; and
 - g) Sort query results by any field or multiple fields selected;
 - h) Issue TFSO requests for new service;
 - i) Issue change requests for existing TFNS services; and,
 - j) Perform SFTP downloads.

- 2.1.4.6 The Contractor's TFNS Portal must provide specific views for SSC authorized partner administrators as identified by the SSC enterprise administrator. The specific views must include the following:
- a) An orientation page;
 - b) Specific fields for TFSO requests;
 - c) Specific fields for quotations;
 - d) Specific fields in the Incident Management System online ticket; and,
 - e) TFNS documentation for acceptance plan test results and Service Management reports.
- 2.1.4.7 The Contractor's TFNS Portal must include an orientation page that provides for SSC Service Desk, enterprise and partner administrator views:
- a) Navigation and help pages;
 - b) Initial orientation page;
 - c) Links to external sites defined by the SSC Technical Authority;
 - d) Identification of the Contractor's TFNS Portals current functionality;
 - e) Search capability for information resident on the TFNS Portal;
 - f) Contractor's organization, contact and escalation information; and,
 - g) WEB site map.
- 2.1.4.8 The Contractor's TFNS Portal must include the following searchable fields for the Online Quotation System for SSC's enterprise administrator view only:
- a) SSC's quotation request number and revision number;
 - b) Date and time quotation request sent;
 - c) Category (Normal, Priority, Emergency);
 - d) Service delivery point (Building address);
 - i) Street (3 lines, 30 characters each, open format. Use of first line is mandatory);
 - ii) Floor;
 - iii) City;
 - iv) Province; and,
 - v) Postal code.
 - e) Username (name of SSC's authorized user TFSO request originator) e-mail address and phone number;
 - f) Service Element(s) for example, installation services, professional services, TFNS site migration services;
 - g) Migration Service(s) for a new project or existing site migration;
 - h) Hours of work (regular business hours or off normal hours);
 - i) Contractor's name;
 - j) Contract number;
 - k) Comments and special instructions field;

- l) Contractor assigned unique alpha-numeric quotation number and revision number;
- m) Date and time quotation ready;
- n) Date and time quotation expires; and,
- o) Pricing elements:
 - i) Labour:
 - (A) Labour category – Professional Services;
 - (B) Unit labour rate;
 - (C) Number of hours;
 - (D) Extended price; and
 - (E) Total price for labour.
 - ii) Total price for the quotation.

2.1.4.9 The Contractor's TFNS Portal must include the following TFSO searchable fields for SSC's Service Desk, enterprise and partner administrator view only:

- a) SSC TFSO number and revision number;
- b) SSC's authorization number and revision number;
- c) Contractor order number and revision number;
- d) Date and Time TFSO request sent (yyyy-mm-dd 24:00 hr);
- e) Requested On-Site Date and Time (yyyy-mm-dd 24:00 hr);
- f) Requested Delivery Date and Time (yyyy-mm-dd 24:00 hr);
- g) Committed On-Site Date and Time (yyyy-mm-dd 24:00 hr);
- h) Committed Delivery Date and Time (yyyy-mm-dd 24:00 hr);
- i) Actual On-Site Date and Time (yyyy-mm-dd 24:00 hr);
- j) On-site Work Completion Date and Time (yyyy-mm-dd 24:00 hr);
- k) Service Order Completion Date and Time (yyyy-mm-dd 24:00 hr);
- l) Formal Service Acceptance Sign Off;
- m) SSC partner administrator (name of authorized SSC TFSO originator) e-mail address and phone number;
- n) Name, e-mail address and phone number of SSC's authorized originator(s) of TFSO requests;
- o) Site contacts names, e-mail addresses and phone numbers;
- p) SSC partner administrator's name, e-mail address and phone numbers;
- q) Contract number;
- r) Contractor's account number; and,
- s) TFSO status.

2.1.4.10 The Contractor's TFNS Portal must include the following searchable fields in the Incident Management System (to be displayed online in real time in the Incident Ticket):

- a) Contractor's Incident Ticket number;

- b) SSC Incident Ticket number;
 - c) SSC unique number and revision number;
 - d) Service delivery point;
 - e) Site contact names, e-mail addresses and phone numbers;
 - f) Date and time the ticket is created (yyyy-mm-dd 24:00 hr);
 - g) Actual On-Site Date and Time (yyyy-mm-dd 24:00 hr);
 - h) On-site Work Completion Date and Time (yyyy-mm-dd 24:00 hr);
 - i) Closing Date and Time of Incident Ticket (yyyy-mm-dd 24:00 hr);
 - j) Description of the incident;
 - k) Detailed description of the actions taken to resolve the incident (activity log);and,
 - l) Name of subcontractor and technician who resolved the incident.
- 2.1.4.11 The Contractor's TFNS Portal must track the Contractor's performance measured against all service levels and indicate in real time, all Incident Tickets and TFSO requests that have exceeded service level thresholds.
- 2.1.4.12 The Contractor must deliver to both the SSC Project Manager, enterprise administrator and Service Desk, electronic copies of the Service Portal User Guide (SPUG) no later than five working days before delivery of the fully operational TFNS Portal. The SPUG must document the structure, content and usage instructions for the TFNS Portal. The document must make extensive use of "screen shots" to illustrate data entry and reports. The Contractor must update the SPUG when requested to reflect the ongoing refinement of the TFNS Portals functionality.
- 2.1.4.13 The Contractor must back up on a daily basis, all information (data, reports, TFSO requests) accessible through the TFNS Portal and store the daily backups off-site throughout the Contract Period. The off-site backup must be secured according to data sensitivity requirements.
- 2.1.4.14 The Contractor must archive all data for the duration of this Contract, and must make this information available on CD-ROM or DVD-ROM using one of SSC's commercial desktop applications within ten working days of a request by SSC.
- 2.1.4.15 The Contractor's TFNS Portal must send immediate e-mail notifications:
- a) To the SSC enterprise administrator with the account username and password following approval of account registration;
 - b) To the SSC Service Desk and partner administrator when the TFNS Portal has posted or amended the Committed On-Site Date and Time, and the Committed Delivery Date and Time in the Service Order (the Service Order Acceptance notification); and,
 - c) To the SSC Service Desk and partner administrator when the TFNS Portal has posted or amended the completion information.
- 2.1.4.16 The Contractor's TFNS Portal must provide the current status of a TFSO in response to an SSC query.
- 2.1.4.17 The Contractor must provide functional specifications for review and acceptance by the enterprise administrator and SSC Operations before starting any new development work on the Contractor's TFNS Portal.
- 2.1.4.18 The Contractor's TFNS Portal must deliver invoices, reports, documentation and test results in Portable Document Format files (*.pdf).

- 2.1.4.19 The Contractor must configure the TFNS Portal to display a splash page for any type of service interruption on the Contractor's TFNS Portal, for example, total interruption for server maintenance, a server crash, or partial interruption as in the case of server latency. The splash page must inform administrators of portal status with instructions to contact the alternate order desk for service requests.

2.1.5 TFNS Portal User Accounts

- 2.1.5.1 The Contractor's TFNS Portal must allow the SSC enterprise administrator to administer the TFNS Portal usernames and passwords through the secure web-based connection.
- 2.1.5.2 All remote authentication and administration must be performed in a secure, encrypted manner as expressed in the Canadian Security Establishment Guidelines (CSEC).
- 2.1.5.3 The Contractor's TFNS Portal administrator access must be characterized by the following features:
- a) Must be accessible concurrently by multiple authorized users – minimum 100 concurrent users;
 - b) Request unique user identification name and password, which must be provided by the Contractor on delivery of their TFNS Portal;
 - c) Force password change after first-time access and then quarterly. This interval is subject to change based on SSC's security policies;
 - d) Deactivate the administrator's account after password is entered incorrectly three times, or as selected by SSC;
 - e) Issue a challenge question when an administrator's password is forgotten. If the administrator correctly answers the challenge question, the Contractor must send a new password to the administrator by e-mail, but must not provide new passwords over the telephone;
 - f) Administrator must not be required to enter a user identification name or password to navigate any TFNS Portal page or information after access through the initial sign-in page;
 - g) Administrator must end a session (log out) securely on completion of transaction (usage of session cookies, if any); and,
 - h) An automatic logout feature is necessary on sessions that have been idle for a period of time selectable by SSC.
- 2.1.5.4 The Contractor's TFNS Portal must use defined and modifiable Portal Access Profiles (PAPs) that specify user rights for:
- a) Read/view access to TFNS Portal pages, fields within a page, document and data;
 - b) Download/upload of data and documents;
 - c) Write/modify access of fields within a page; and,
 - d) Language preference (English or French) used for all menu text of pages presented.
- 2.1.5.5 The Contractor's TFNS Portal must use defined and modifiable Portal Access Groups (PAGs) that specify communities of Users.
- 2.1.5.6 The PAGs must contain Incident Ticket escalation information, for example, contact name, e-mail address and telephone number.

- 2.1.5.7 The Contractor's TFNS Portal must assign a PAP to at least one PAG.
- 2.1.5.8 The Contractor's TFNS Portal must use a defined and modifiable Portal User Profile (PUP) for each user that includes:
- a) Username;
 - b) Password;
 - c) E-mail address;
 - d) Service delivery points;
 - e) Telephone contact information; and,
 - f) Challenge question and answer.
- 2.1.5.9 To access the Contractor's TFNS Portal, the Contractor must provide the SSC enterprise administrator with a portal supervisory account complete with username and password ten working days after the portal goes on-line. The portal supervisor account must allow the enterprise administrator to use the following features:
- a) Creating, updating and deleting:
 - i) SSC portal enterprise administrator accounts;
 - ii) SSC partner administrator accounts;
 - iii) PUPs;
 - iv) PAPs; and,
 - v) PAGs.
 - b) Reactivating/deactivating any administrator accounts;
 - c) Resetting account passwords for any administrator;
 - d) Querying for any administrator PAP records based on any field in a PUP or PAP;
 - e) Sorting and viewing PAP query results by any field or multiple fields; and,
 - f) Downloading PAP query results to a file format and naming convention specified by SSC.
- 2.1.5.10 The Contractor's TFNS Portal must provide an automated password reset feature that can be used by any administrator.
- 2.1.5.11 The Contractor's TFNS Portal must allow an administrator to modify the user's own PUP.
- 2.1.5.12 The Contractor must ensure that SSC enterprise administrators and partner administrator's account credentials are not shared. SSC enterprise administrators must be allowed to use administrative accounts for admin purposes only and other personal accounts with standard privileges when not performing an administrative function.

2.1.6 Contractor Portal Administrator

- 2.1.6.1 The Contractor must have a Portal Administrator for the full Contract Period to perform the following on the Contractor's TFNS portal:
- a) Supervise content for all pages and provide assistance to all SSC authorized users;
 - b) Integrate new content (e.g. portlets) into portal and coordinate with SSC's Web Administrator;
 - c) Maintain status for the portal project and assist to resolve all issues for new and existing channels and automate all processes;
 - d) Recommend enhancements to all content;
 - e) Analyze all system upgrade and applications; and,
 - f) Ensure compliance to all program requirements and assist to resolve all production issues.

2.1.1 Order Desk Redundancy

- 2.1.1.1 The Contractor must provide an alternate method for placing TFSOs in the event the Contractor's TFNS Portal is inoperable. The Contractor must provide to the SSC Service Desk and TFNS enterprise and partner administrators, a single e-mail address and a single toll-free telephone number for the Order Desk, that can be accessed free of charge in Canada during working days of working hours to address inquiries and place TFSO requests for services.
- 2.1.1.2 The Contractor's Order Desk will be contacted by SSC's Service Desk and TFNS partner administrators to issue or inquire about:
- a) Normal TFSOs, Monday to Friday between the hours of 8 A.M. and 5 P.M. Eastern Standard Time;
 - b) Priority TFSOs, Monday to Friday between the hours of 8 A.M. and 11 P.M. Eastern Standard Time; and
 - c) Emergency TFSOs, 24 hours a day/7 days a week/365 days a year.
- 2.1.1.3 The telephone number(s) made available by the Contractor to access the Order Desk must be staffed by live operators who must answer at least ninety percent of calls within two minutes.
- 2.1.1.4 Confirmation that the Contractor has received a TFSO through the Order Desk must be sent by way of email to the SSC Service Desk and the associated partner administrator within four hours of order placement. The confirmation email 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.
- 2.1.1.5 Within twenty working days of contract award, the Contractor must provide PSTN number(s) to reach the Order Desk in emergency situations when the TFNS and TFNS web portal are inoperative.

2.1.2 Contractor Portal Deliverables

- 2.1.2.1 The Contractor's TFNS Portal must deliver to SSC enterprise administrators, all items included in the Shared Service Canada Deliverables table.

Shared Service Canada Deliverables

#	Item	Method of Delivery	Time Period
1	Copy of TFSSO Detail File	Posted on Contractor's TFNS Portal, in an SSC acceptable format	Within 1 working day of Contractor receipt
2	TFSSO Scheduled Due Date	Posted on Contractor's TFNS Portal and sent by xml in the TFSSO acknowledgement file	Within 1 working day of Contractor receiving SSC Authority Number
3	TFSSO Completion Notification	By sending a work completion notice by xml to the SSC TFNS Portal	Within 1 working day of Contractor's completion date
4	Summary Invoice (For each Sample)	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format with the Contractor's official letterhead or logo	Must be posted on the Contractor's hosted Management Server within 10 Working Days after the last calendar day of the monthly invoicing period. The Contractor has up to 4 monthly invoice periods to include the call details.
5	Billing Detail file, zipped	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format	
6	Monthly TFNS Call Details, for (Non MIS Users)	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format	
7	Ad Hoc Reports, TFNS Historical Reports for (Non MIS Users)	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format	
8	TFSSO Supplementary credits/charges Explanation file	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format	Up to 4 monthly invoice periods after the service event, justifying the charges/credits.
9	Resubmitted charges For TFSSO Billing Deficiencies	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format. Included in Billing Detail file.	Up to 3 monthly invoice periods after the product was rejected
10	Incident Report for SSC TFNS	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format with the Contractor's official letterhead or logo	Up to 1 monthly invoice period after the monthly reporting period occurred
11	Service Availability Report for TFNS	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format with the Contractor's official letterhead or logo	Up to 1 monthly invoice period after the monthly reporting period occurred.
12	Performance Service Credit Report	Downloaded from the Contractor's TFNS Portal in an SSC acceptable format with the Contractor's official letterhead or logo	Exactly 4 monthly invoice periods after the monthly period of service during which these credits accrued.

3 TFNS Service Migration

3.1 Introduction

- 3.1.1.1 SSC's primary objective will be to transfer partners and clients from their existing toll-free network service to the new SSC TFNS with minimal disruption to business. The Contractor must take into account the following factors to mitigate risks that could negatively affect service delivery:
- a) The quality of telephone service to SSC, its partners, and clients is maintained;
 - b) Peak periods of individual programs is accommodated; and,
 - c) The appropriate attention is taken by the Contractor in properly designing the individual toll-free applications and routing configurations before service migration.

3.1.2 Contractor's Project Manager

- 3.1.2.1 The Contractor must assign at no additional cost to SSC, a dedicated Project Manager who will act as both initial and ongoing national interface for TFNS migrations during the Contract Period. The Project Manager must be located within the National Capital Region on the Contractor's premises. The Project Manager must have sufficient authority to act on behalf of the Contractor on all project issues.
- 3.1.2.2 The Contractor's Project Manager must have a minimum of five years experience project managing national accounts with a telecommunications contractor.
- 3.1.2.3 The Project Manager must be accessible after-hours including weeknights and weekends during TFNS migration periods.
- 3.1.2.4 The SSC Project Migration Team will notify the Contractor's Project Manager of the specific start and end date for each TFNS site migration.
- 3.1.2.5 The Project Manager must be accessible to SSC seven days a week, twenty-four hours a day and specifically, while a TFNS client site is in Cutover Mode. Cutover Mode is defined as the scheduled time period when the incumbent's toll-free service and associated network interface at the migration site are transferred over to the new SSC TFNS network interface. The migrated site will not be considered operational until the following has been confirmed:
- a) Complete toll-free service has been restored at the affected migration site;
 - b) The SSC acceptance test plan completed; and,
 - c) The SSC Service Desk has instructed the Contractor's technician to leave the migrated site.
- 3.1.2.6 The Contractor's Project Manager must confirm with the SSC Project Manager that the specific start and end date for the affected TFNS client site can proceed on the date(s) requested.
- 3.1.2.7 When SSC is not satisfied with the representation provided by the Contractor's assigned Project Manager, the Contractor must assign a replacement to act in this position within ten working days of receiving written notification from SSC Operations indicating the dissatisfaction with the incumbent.

3.1.3 Contractor's Service Manager

- 3.1.3.1 The Contractor must assign at no additional cost to SSC, a dedicated Service Manager who will act as both initial and ongoing national interface for TFNS migrations and day-to-day operations during the Contract Period. The Contractor's Service Manager must

be located within the National Capital Region on the Contractor's Help Desk premises. The Service Manager must have sufficient authority to act on behalf of the Contractor for all service issues.

- 3.1.3.2 The Contractor's Service Manager must have a minimum of ten years' experience maintaining national accounts with a telecommunications contractor.
- 3.1.3.3 The Contractor's Service Manager is to provide the appropriate level of after-hours technical personnel including weeknights and weekends during TFNS migration periods.
- 3.1.3.4 When a TFNS client site is in Cutover Mode, the Contractor's Service Manager must be present at the Contractor's Help Desk. The Contractor's TFNS Service Manager must interface with other toll-free contractors and coordinate all resources performing work associated with the migration.
- 3.1.3.5 When SSC is not satisfied with the representation provided by the Contractor's assigned Service Manager, the Contractor must assign a replacement to act in this position within ten working days of receiving written notification from SSC indicating the dissatisfaction with the incumbent.

3.1.4 National Migration Project Team

- 3.1.4.1 The SSC Project Manager will coordinate and schedule a working session in Ottawa within ten working days after contract award to begin the process of developing a joint Contractor/SSC National Migration Project team.
- 3.1.4.2 The following Contractor personnel must be in attendance:
 - a) Contractor's Primary Toll-Free and Web Portal Technical Specialists;
 - b) Contractor's Account Manager;
 - c) Contractor's Service Manager; and,
 - d) Contractor's Project Manager.
- 3.1.4.3 The following personnel will represent SSC:
 - a) SSC Operations Manager;
 - b) SSC Toll-Free and Web Portal Technical Specialists;
 - c) SSC Billing Authority;
 - d) SSC Project Manager; and,
 - e) SSC Technical Authority.
- 3.1.4.4 The Contractor's Project Manager will document minutes from the working session including, but not limited to, the identification of any issues related to roles and responsibilities, service migration strategy, TFNS Portal development, SSC employee training, migration timelines, and scheduling of future meetings.
- 3.1.4.5 The Contractor's Project Manager will forward a draft of the minutes to SSC's Project Manager who will review and forward comments and acceptance (in writing) to the Contractor within two working days. This process will continue on a regularly scheduled basis for all working sessions until all SSC designated locations have been successfully migrated over to the new SSC TFNS.

3.1.5 Migration Project Plans

- 3.1.5.1 The Contractor's Project Manager must develop and maintain individual project plans related to each TFNS site migration.

- 3.1.5.2 The Contractor's migration plan must include, but not be limited to, the following:
- a) Name of SSC client being migrated;
 - b) Type of toll-free service(s) being migrated as specified by Service Description in the TFNS Site Migration Schedule Table;
 - c) Site location(s) being migrated;
 - d) Migration start and end date(s) for affected site(s);
 - e) Scheduled hours of work including start and end time(s) for affected site(s);
 - f) Contractor provided migration site checklist outlining what is required from SSC for each site migration. For example, after-hour site access, site escort required, SSC IT personnel required on site while in Cutover Mode, site contacts etc;
 - g) Contractor test plan for affected site(s); and,
 - h) Contractor's fail over plan for restoration of service specific to each migration site.
- 3.1.5.3 The Contractor's Project Manager must ensure the Field Operations Manager and site technicians have a copy of the Contractor's migration plan before the service migration/cutover can begin at the affected site(s).
- 3.1.5.4 The Contractor must provide detailed logical and physical network system diagrams demonstrating effective placement of perimeter security and intrusion detection mechanisms, including details about the network topology and system design before commencing TFNS migrations.
- 3.1.5.5 Project migration plans must be reviewed and receive formal written acceptance from the SSC Operation's designated authority and the SSC Project Manager before execution. The project plans must be developed and maintained using Microsoft Project software.

3.1.6 TFNS Cutover Mode

- 3.1.6.1 When the SSC migration site is in Cutover Mode, the Contractor must provide a Field Operations Technician at the migration site with a minimum of ten years field experience in both voice/data LAN/WAN (Local and Wide Area Network) communications.
- 3.1.6.2 The Field Operations Technician must be on location before the start of Cutover Mode. Cutovers will be scheduled after business hours Monday to Friday, and on weekends when necessary. The Field Operations Technician must remain on Government of Canada premises until the site is officially declared migrated and operational by the SSC Service Desk designated authority.
- 3.1.6.3 The Field Operations Technician must have all appropriate test equipment with access to replacement hardware necessary to troubleshoot the following:
- a) ISDN Primary Rate Interfaces;
 - b) Wide Area Network serial interfaces;
 - c) Contractor provided LAN/WAN hardware (if applicable) including, routers, switches, modems, gateways; and,
 - d) When applicable, Contractor maintained PBX, ACD, and associated peripheral equipment.
- 3.1.6.4 If the Contractor's Field Operations Technician is required to leave the SSC migration site for unforeseen circumstances during Cutover Mode, the Contractor must

immediately dispatch a replacement technician to the SSC migration site with equivalent experience.

3.1.6.5 The Contractor must provide and retain (including after hours and on weekends if necessary) on Contractor premises, technical support personnel to ensure a successful TFNS site migration. These personnel include:

- a) Central office technician(s) working in concert with the Field Service Technician(s) at the site; and,
- b) Help Desk network test board personnel working in concert with the Field Service Technician(s) at the site.

3.1.6.6 If the Contractor's TFNS network interface fails, or suffers from intermittent service outages on the next working day following the site migration cutover, the Contractor must return to the site within two hours of notification by the SSC Service Desk and transfer the SSC Customer Provided Interface (CPE) back onto the incumbent's network interface. The Contractor's Field Operations Technician must determine the cause of the service outage and repair as necessary. The Contractor's Field Operations Technician must not leave the site or transfer the SSC CPE back onto the Contractor's TFNS interface until the SSC Service Desk performs acceptance testing and declares the Contractor's interface operational.

3.1.7 TFNS Site Migration Schedule

3.1.7.1 The SSC Project Manager will consult with each SSC client being migrated before scheduling TFNS migration start and end dates.

3.1.7.2 The Contractor must begin the site migration once the Contractor's migration plan(s) for the specified site(s) have been reviewed, a start and cutover date has been established, and written acceptance from the SSC Project Manager authorizing the Contractor to proceed has been received.

3.1.7.3 The Contractor must allocate the appropriate number of Contractor resources with the experience and certifications necessary to meet site migration completion dates within the timelines specified in the TFNS Site Migration Schedule.

3.1.7.4 The Contractor must complete the site migration based on the Toll-Free Service Type within the timelines specified in the TFNS Site Migration Schedule table.

3.1.7.5 If requested by SSC Operations, the Contractor must schedule and complete TFNS migrations outside of normal business hours including weekends, at no extra charge.

TFNS Site Migration Cutover Schedule

Toll-Free Service Type	Service Description	Site Migration Completed In
Basic	Migrating single TFNs terminating in same serving area	5 Working Days
Complex	Migrating multiple TFNs with Call Prompter, IVR service terminating in a Contact Center	30 Days (Includes Weekends)
International	Migrating inbound International TFNs terminating in a Contact Center	30 Days (Includes Weekends)

3.1.8 Migration Follow-up

- 3.1.8.1 The Contractor must meet with both the SSC Operations and Project Manager when requested, to have post-migration reviews to resolve and address any service delivery issues identified by either the Contractor's or, SSC's Migration Team during the transition from the incumbent's service to the new SSC TFNS.

3.1.9 Large/Complex Migrations

- 3.1.9.1 The SSC Migration Team, at its discretion, may determine that for complex migrations the following must apply:

- a) The Contractor will negotiate the TFNSO due date with SSC;
- b) The Contractor must develop a fully detailed acceptance test plan designed to demonstrate the full and total compliance of the installed SSC TFNS, covering all functional and technical requirements of the application;
- c) SSC Operations approval of the acceptance test plan will be required before being executed by the Contractor;
- d) Five working days before the in-service date, the Contractor must provide to the SSC Project Manager, a pending electronic report printed directly from the Contractor's toll-free database or electronic equivalent showing at a minimum the Serving Areas, the Time of Day/Day of Week routing schedules, Terminating Numbers, and any features that will be uploaded to the Contractor's toll-free database for the site cutover date.

If anomalies are identified by SSC, the Contractor will investigate and resolve any identified discrepancies within forty-eight hours of the site migration date. The Contractor must provide an updated copy of the pending electronic report to the SSC Project Manager for review when all problems have been resolved.

- e) The Contractor will proceed with the site migration and must then perform the acceptance tests. All testing apparatus, test equipment, and staff needed must be provided by the Contractor at no extra cost to SSC.
- f) When the acceptance testing has been completed successfully the Contractor must notify the SSC Service Desk that testing has concluded.
- g) Within twenty-four hours of the Contractor concluding testing, SSC's Service Desk may elect to repeat certain elements of the test plan or, perform additional testing before accepting the service. SSC's Service Desk will advise the Contractor of any deficiencies discovered during SSC testing.
- h) The Contractor must immediately correct any deficiency found during the SSC acceptance testing. SSC's Service Desk will not accept the migration of any service(s) which is considered deficient. The Contractor must notify SSC's Service Desk when the deficiencies have been rectified at which time the SSC Service Desk may elect to repeat testing within twenty-four hours of this notice; and
- i) When deficiencies exist, SSC's Service Desk will escalate the issue with the Contractor for immediate resolution.

3.1.10 HCCS Interconnectivity

- 3.1.10.1 The Contractor must be able to provide, and maintain, trunking with a QOS (Quality of Service) Mean Opinion Score (MOS) rating of no less than 4.5, running SIP over MPLS (Multi-Protocol Label Switching) for routing toll-free destination numbers between the Contractor's Toll -Free Network and SSC's Hosted Contact Centre site(s). Trunking connecting to SSC's HCCS (Hosted Contact Centre Sites) must be redundant in order to meet Carrier Grade service levels of 99.999%.

4 TFNS Service Ordering

4.1.1 Toll-Free Service Order Due Date

- 4.1.1.1 TFNS partner administrators will enter TFSO requests into SSC's TFNS Portal which will then automatically transfer that data to the Contractor's Portal in xml or xsd formats. On receiving the TFSO, the Contractor must confirm receipt with both the TFNS partner administrator and the SSC Service Desk. The Contractor will enter the required data applicable to the TFSO request into its Service Portal and then send that data back to the SSC TFNS Portal for a TFSO authority number and instructions to proceed with the request.
- 4.1.1.2 In all instances, the service due date indicated in the TFSO will become the agreed in-service date. In exceptional cases where the indicated TFSO due date is unachievable by the Contractor, the Contractor must notify the SSC Service Desk within four working days of receipt of the TFSO and the two parties will negotiate a mutually agreeable date. When a mutually agreeable date cannot be reached, either party may escalate the issue within its organization for resolution.

4.1.2 Toll-Free International Inbound Priority Service Request

- 4.1.2.1 The Contractor must complete installations within forty working days from when the Contractor receives notification of a Toll-Free International Inbound Priority Service Request. When the Contractor is unable to meet the specified timeline due to a lack of toll-free number availability from an international carrier, the Contractor must then proceed with a Partial Completion for the international priority service request. Partial Completion is defined as providing partial inbound international service for special events, on a country by country basis, as toll-free numbers in each country become available. The Contractor must not delay implementation or wait for confirmation of one hundred percent toll-free service availability from all affected international carriers before proceeding with the installation and completion of the service request. As toll-free numbers become available for the scheduled event date from each affected international carrier, the toll-free numbers must be immediately added to the carrier's routing database interfacing to the final toll-free number destination.

4.1.3 Standard TFSO Delivery Intervals

- 4.1.3.1 With the exception of SSC site locations that are in the process of being cut over to the new SSC TFNS, the Contractor must complete TFSO requests within the number of days specified with each Service Description listed in the Standard TFNS Delivery Intervals table.

Standard TFNS Delivery Intervals

Item #	Service Description	Order Status (E) Emergency (P) Priority (N) Normal	For TFNs with call origins in Canada and U.S.	For TFNs with call origins in International locations
1	Installing a new TFN that may include several termination numbers.	Emergency Priority Normal	4 Hours 1 Work Day 5 Working Days	Partial Completions for all requests with 6 month maximum limit
2	Installing multiple TFNs in a Contact Center	Emergency Priority Normal	4 Hours 1 Work Day 5 Working Days	Partial Completions for all requests with 6 month maximum limit
3	Other toll-free services (relocate, reconfigure)	Emergency Priority Normal	4 Hours 1 Work Day 5 Working Days	4 Hours 3 Working Days 3 Weeks
4	Recording of customer definable voice announcements in French and English	Emergency Priority Normal	4 Hours 1 Work Day 5 Working Days	4 Hours or BEB 3 Working Days 10 Working Days
5	Recording of customer definable voice announcements in foreign languages	Emergency Priority Normal	8 Hours 3 Working Days 10 Working Days	8 Hours 3 Working Days 10 Working Days
6	Service Suspension	Emergency Priority Normal	4 Hours 1 Work Day 5 Working Days	4 Hours 1 Week on BEB 6 Weeks on BEB
7	Service Cancellation	Normal	5 Working Days from receipt of SSC TFSO and Authority Number	4 Weeks from receipt of SSC TFSO and Authority Number

5 TFNS Maintenance

5.1 General

Service disruptions and incident resolution will be a priority for organizations sharing SSC's TFNS. The Contractor's personnel maintaining the TFNS must be experienced and knowledgeable in telecommunications.

5.1.1 Contractor's Help Desk

- 5.1.1.1 The Contractor must provide SSC with a dedicated TFNS Help Desk with a single point of contact to report all incidents relating to the TFNS and associated TFNS Portal.
- 5.1.1.2 The TFNS Help Desk must be staffed and accessible to SSC twenty-four hours-a-day, seven days-a-week by a toll-free number and e-mail.
- 5.1.1.3 The TFNS Help Desk must respond to SSC personnel in both English and French. Calls placed to the TFNS Help Desk must be answered by the Contractor's personnel within five rings for ninety-five percent of the calls placed during any given calendar month.

5.1.2 TFNS Service Management Reports

- 5.1.2.1 The Contractor must provide TFNS Service Management Reports as described within this Statement of Work document. Each TFNS management report must be available within fifteen working days of the last calendar day of the month during which the services were provided.
- 5.1.2.2 TFNS Service Management Reports must be provided electronically to the SSC Service Desk by accessing the Contractor's TFNS Portal. When the Contractor's TFNS Portal experiences a service disruption lasting more than twenty-four consecutive hours, the reports must be sent by email.

5.1.3 Monthly Availability Report by Service Component

- 5.1.3.1 The Contractor must provide a Monthly Availability Report by Service Component, which at minimum, summarises the account information for the period as follows:
 - a) Report period;
 - b) For each of the service components (TFNS, TFNS Portal) list the outage that occurred by:
 - (1) ticket number;
 - (2) outage start date/time;
 - (3) service restoration date/time; and,
 - (4) duration of the outage in minutes;
 - c) The total duration of outages by service component;
 - d) The calculated service availability by service component; and,
 - e) If the availability target was not met, what remedial actions the Contractor commits to performing to ensure that the service components meet the required availability.

5.1.4 Monthly Service Report by Incident Ticket Number

5.1.4.1 The Contractor must provide a Monthly Service Report indicating the following details for incident tickets that remain open and unresolved:

- a) Report period;
- b) The SSC assigned 4 digit SSC client identification code;
- c) Ticket number;
 - i) The date and time the incident was reported to the Contractor;
 - ii) The name of the person who reported the incident;
 - iii) Description of the incident;
 - iv) Service effect of the incident – toll-free numbers affected, functionality affected;
 - v) Root cause of the incident; and,
 - vi) Corrective action taken including escalation if applicable.

SHARED SERVICES CANADA

Toll-Free Network Service

Invitation to Qualify (ITQ)

Toll-Free ITQ Technical Requirements

1.1 Technical Evaluation - Mandatory Evaluation Criteria

- 1.1.1 Respondents will be evaluated in accordance with Proof of Compliance items listed in each of the Evaluation Criteria.
- 1.1.2 To qualify as a successful Respondent eligible to bid on the Toll-Free Network Service Request for Proposal, the Respondent must obtain a “Pass” rating by meeting all items listed under Proof of Compliance in each of the four Evaluation Criteria. The onus is on the Respondents to address these criteria in sufficient depth to permit a full evaluation of their ITQ proposals.

1.2 Evaluation Criteria

1.2.1 Respondents will be evaluated as set out in each of the four Evaluation Criteria based on their ability to provide, implement, and maintain a large scale Toll-Free Network Service.

EVALUATION CRITERIA 1		
CRITERIA DESCRIPTION	PROOF OF COMPLIANCE	REFERENCE LOCATION IN ITQ RESPONSE
<p>Description of an existing or recent past (within last 5 years) Toll-Free Network Service provided to a Customer.</p> <p>The Respondent must provide a Customer reference including the Customer's name, address, e-mail and phone number for <u>each</u> of the 5 items listed under Proof of Compliance.</p> <p>The Respondent must meet <u>all</u> five items identified in the Proof or Compliance in order to pass the Evaluation Criteria 1.</p>	<p>1. The Respondent must describe (maximum of 1000 words) a Toll Free Service provided to a Customer that includes:</p> <ul style="list-style-type: none"> - One nationally advertised Toll-Free number; and - Has all Canada coverage that terminates in two or more Canadian cities; and - Uses five or more of the TFNS Feature Requirements as described in Annex A, Toll-Free Network Service, Statement of Work. 	
	<p>2. The Respondent must identify a Customer who has been using the Respondent's Toll Free Service for a period of twenty-four continuous months in the last five years leading up to this ITQ closing date.</p>	
	<p>3. The Respondent must have provided a minimum of two Toll Free numbers that terminate in each of the following three (3) geographic locations: one site located in Yukon, one site located in Northwest Territories and one site located in Nunavut.</p>	
	<p>4. The Respondent must have provided Toll-Free numbers to a Customer that terminate in each of the ten Canadian provinces.</p>	
	<p>5. The Respondent must identify a Customer for whom they process peak monthly Toll-Free call volumes of 1,000,000 or more calls.</p>	
CRITERIA #1 PASS/FAIL		

EVALUATION CRITERIA 2		
CRITERIA DESCRIPTION	PROOF OF COMPLIANCE	REFERENCE LOCATION IN ITQ RESPONSE
Ability to provide a secure web service Portal for Toll-Free Network Services in Canada	<p>1. The Respondent must describe an existing or recent (within last 5 years) web service Portal that was produced by the Respondent for their customer's Toll-Free services in Canada that includes <u>all</u> of the following features:</p> <ul style="list-style-type: none"> a) 7 day X 24 hour throughout the year secure web browser on-line access. b) Bilingual (English and French) online help and online menus. c) Incident and change management tracking. d) Toll-free Call Detail statistical reporting. e) Service management reporting on service level metrics. f) Toll-Free service ordering and tracking capability. g) Service documentation including user guides, and service procedures. <p>The Respondent must provide a Customer reference for the above noted service that identifies: The customer's name and address, e-mail, and phone number.</p>	
CRITERIA #2 PASS/FAIL		

EVALUATION CRITERIA 3		
CRITERIA DESCRIPTION	PROOF OF COMPLIANCE	REFERENCE LOCATION IN ITQ RESPONSE
<p>Respondent's ability to implement a complex Toll-Free Service Migration for a customer.</p>	<p>1. The Respondent must describe a recent Toll-Free Service Migration, that was executed by the Respondent on behalf of their Customer within last 5 years, with the following mandatory features:</p> <ul style="list-style-type: none"> a) Customer must have had 10 or more commercially advertised Toll-Free Numbers terminating at multiple destinations nationally in Canada with Interactive Voice Response (IVR) service. b) Customer must have subscribed to a Call Prompter service with the following interworking features in its configuration: <ul style="list-style-type: none"> o Time of Day Routing o Area Code (NPA) Routing o Exchange (NXX) Routing c) Include the following information in the Case Migration description: <ul style="list-style-type: none"> - The total number of customer locations migrated. - Details of the migration procedures that were implemented from start to completion e.g. meetings with incumbent service provider, client data collection, project scheduling software, cutover procedures etc. - The length of time that was required by the Respondent to complete the migration of all customer locations. - Name the customer destinations where toll-free calls are routed to. - Describe how the Call Prompter interworking features interoperate in the customer's toll-free network configuration, e.g. how callers are greeted and directed as per time zone and area code. - Describe what processes and testing methodologies were followed where the incumbent supplier's database routing scripts had to be replicated in advance of the customer migration. <p>The Respondent must provide a Customer reference for the above noted service that identifies: The customer's name and address, e-mail, and phone number.</p>	
CRITERIA # 3 PASS/FAIL		

EVALUATION CRITERIA 4		
CRITERIA DESCRIPTION	PROOF OF COMPLIANCE	REFERENCE LOCATION IN ITQ RESPONSE
<p>Description of an existing or recent past (within last 10 years) Toll-Free Network Service provided to a Customer</p> <p>The Respondent must provide a Customer reference for <u>each</u> of the seven items listed under Proof of Compliance.</p> <p>The Respondent must meet <u>all</u> seven items identified in the Proof of Compliance in order to pass the Evaluation Criteria 4</p>	1. The Respondent must describe a Toll Free Service provided to a Customer that includes Hybrid VoIP trunking and PSTN national toll-free service delivery capability.	
	2. The Respondent must describe a Toll Free Service provided to a Customer that includes International Toll-Free Call Acceptance from at least 3 of the following International regions for a period of 12 continuous months in the last 10 years: <ul style="list-style-type: none"> a. United States of America; b. South America, Caribbean and Central America; c. Europe; d. Africa; e. Oceania (Australia/New Zealand, Melanesia, Micronesia, Polynesia); and f. Asia 	
	3. The Respondent must describe a Toll Free Service provided to a Customer that includes: <ul style="list-style-type: none"> - Bilingual (English and French) centralized Help Desk service located in Canada. - Bilingual (English and French) technical phone support and on-site customer service when requested. 	
	4. The Respondent must describe a Toll Free Service provided to a Customer that includes: <ul style="list-style-type: none"> - 7 day X 24 hour throughout the year network service monitoring. - 7 day X 24 hour throughout the year change and incident tracking. - 7 day X 24 hour throughout the year event/incident escalation procedures. 	
	5. The Respondent must describe a Toll Free Service provided to a Customer that includes a Toll-Free Network Service with a minimum 25,000 active Toll-Free Numbers in the Respondent's routing database.	
	6. The Respondent must provide a copy of an existing Client's Service Management Report that demonstrates 99.99% toll-free service availability.	
	7. The Respondent must provide a copy of an existing Client's Service Report that demonstrates the Respondent's ability to provide to the Client, on a quarterly basis, a single report that tracks both year-to-date monthly toll-free expenditures and traffic usage measureable by individual client.	
CRITERIA # 4 PASS/FAIL		

1.3 ITQ Response Format

1.3.1 All Respondents must adhere to the following format in their ITQ Response:

- a) The Respondent must respond by specifying the Evaluation Criteria Number, and reference where in their ITQ Response, the Respondent complies with each item of each Evaluation Criteria.
- b) Supporting documentation such as sample reports for billing, service management, call statistics, or case in point customer migration descriptions must be included as separate Appendices in the Respondent's ITQ submission.

1.3.2 Referring ITQ evaluators to a Respondent's posted website to demonstrate compliance to any of the above Evaluation Criteria will not be considered as Proof of Compliance. When this occurs the Respondent's ITQ submission will be considered non-responsive, with no further consideration given.

1.3.3 Respondents must not include any corporate marketing presentation materials or product literature with their ITQ Response. Reference to any such material to demonstrate compliance to any of the above Evaluation Criteria will not be considered as Proof of Compliance. When this occurs the Respondent's ITQ submission will be considered non-responsive, with no further consideration given.

RECEIVED

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Government of Canada

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Contract Number / Numéro du contrat

14-19241-0

Security Classification / Classification de sécurité
Unclassified

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
Shared Services Canada		TSSD	
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 Provide a Toll Free Network Service (1-800), that the Contractor will host from their premises, where contacts from citizens and employees will be routed through the Toll Free Network to Government of Canada locations anywhere in Canada.			
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 assujetties 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			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <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"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	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 checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input 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 SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

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PART A (continued) / PARTIE A (suite)

8. 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 :

9. 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 :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

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

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

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



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PART C - (continued) / PARTIE C - (suite)

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 saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL			A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets / Renseignements / Biens / Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS 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 LVERS 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).



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Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Michel Fortin	Title - Titre Director General	Signature
Telephone No. - N° de téléphone 613-948-7670	Facsimile No. - N° de télécopieur 613-946-7120	E-mail address - Adresse courriel michel.fortin@ssc-spc.gc.ca
		Date 4 July 14

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Marc Primeau	Title - Titre DIRECTOR CORPORATE SECURITY & D/ISO	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel marc.primeau@ssc.gc.ca
		Date JUL 04 2014

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

No / Non Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date 22-JULY-2014

Jacques Saumur
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