



**RETURN RESPONSES TO:**

**RETOURNER LES  
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Bid Receiving  
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Réception des soumissions  
Services partagés Canada  
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Ottawa, Ontario  
K1P 0B6  
C/O Catherine Preece 13-091

**INVITATION TO QUALIFY**

**INVITATION À SE QUALIFIER**

**Comments - Commentaires**

**Vendor/Firm Name and address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

<b>Title – Sujet</b> ITQ – Workplace Communication Services	
<b>Solicitation No. – N° de l'invitation :</b> 14-18078/2	<b>Date:</b> August 19, 2014
<b>Client Reference No. – N° référence du client :</b> 14-18078	
<b>GETS Reference No. – N° de référence de SEAG</b>	
<b>File No. – N° de dossier :</b> 14-18078/2	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin :</b>  at – à <b>02 :00 PM</b>  on – le <b>September 2, 2014</b>	<b>Time Zone / Fuseau horaire</b>  Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
<b>D.D.P.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b>  Gary Cooper	<b>Buyer Id – Id de l'acheteur</b>
<b>Telephone No. – N° de téléphone :</b>  613- 790-5914	<b>Email – Courriel</b>  Gary.Cooper@ssc-spc.gc.ca
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b>  N/A	
<b>Delivery required - Livraison exigée</b>  N/A	<b>Delivery Offered – Livraison propose</b>  N/A

**Issuing Office – Bureau de distribution**

Shared Services Canada / Services partagés Canada  
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**INVITATION TO QUALIFY (ITQ)  
WORKPLACE COMMUNICATION SERVICES  
FOR  
SHARED SERVICES CANADA**

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- Annex A: List of Departments and Agencies that Must Use SSC services related to Networks**
- Annex B: ITQ Submission Form**
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- Annex D: Federal Contractors Program for Employment Equity - Certification**
- Annex E: Pricing Commitment**
- Annex F: Security Requirements Checklist (SRCL)**



**INVITATION TO QUALIFY (ITQ)  
WORKPLACE COMMUNICATION SERVICES  
FOR  
SHARED SERVICES CANADA**

**PART 1 GENERAL INFORMATION**

Shared Services Canada's ITQ No. 14-18078/1 ("ITQ2") issued on 19 June 2014 is cancelled. This Invitation to Qualify No. 14-18078/2 represents a new Invitation to Qualify for Workplace Communication Services (WCS).

SSC has decided to alter certain qualification requirements, which may expand the potential competition for its WCS requirement. SSC is mindful that this is the third publication of an invitation to qualify regarding the WCS project and that suppliers have already expended time and resources responding to the first two ITQs. SSC very much appreciates the work that has already gone into this procurement process, but wants to ensure the best possible outcome for Canadian taxpayers and for the many departments who use SSC's shared services.

In order to ensure suppliers are not required to do more work than necessary to respond to this ITQ, this document has been blacklined to show the changes made compared to ITQ2, so that potential suppliers can focus on the changes, rather than reviewing the document in its entirety searching for the changes that have been made. However, it is the responsibility of each Respondent (subject to the next paragraph) to ensure that it has fully addressed each of the requirements of this ITQ, whether it was a requirement identified in a previous ITQ or a revised requirement reflected in this ITQ.

Furthermore, as the respondents from the previous ITQ have been advised, Bell Canada, Telus and IBM each qualified pursuant to ITQ2. Because the ability to qualify is being expanded under this ITQ, Bell Canada, Telus and IBM are deemed by SSC to qualify under this Invitation to Qualify, unless they advise SSC in writing that they no longer wish to participate in the WCS procurement process. As a result, Bell Canada, Telus and IBM are NOT required to submit a response to this ITQ, but will be identified as Qualified Respondents for the purposes of future phases of the WCS procurement.

All questions and answers that were circulated during ITQ numbers 14-18078 and 14-18078/1 do not apply to this ITQ. Respondents may propose any questions regarding this ITQ in accordance with section 2.3 below.

**1.1 Part of the ITQ**

This ITQ is divided into the following parts:

- Part 1 **General Information:** provides a general description of the requirement;
- Part 2 **Respondent Instructions:** provides the instructions, clauses and conditions applicable to this ITQ;
- Part 3 **Procurement Process:** provides an overview of the phases of the procurement process;
- Part 4 **Response Preparation Instructions:** provides suppliers with instructions on how to prepare their response;
- Part 5 **Security, Financial and Other Requirements;** includes information on the security clearances that are required by Canada at certain phases of the procurement process, as well as information on what financial information should be provided to Canada for evaluation during the Bid Solicitation Phase.
- Part 6 **Evaluation Procedures and Basis of Qualification:** indicates how the responses will be evaluated and the basis of qualification.



## 1.2 Introduction

- 1.2.1** The Government of Canada (GC / Canada) established Shared Service Canada (SSC) on August 4, 2011. SSC is responsible for providing certain departments and Crown corporations with modern, reliable and secure electronic Mail, Data Centre, and Network services that are cost-effective and that contribute to a greener government. Certain departments are required by the *Shared Services Canada Act* to use SSC for their network services. Other entities may, on an optional basis, also use SSC's services in accordance with the *Shared Services Canada Act*. All entities that use SSC's services from time to time in accordance with the *Shared Services Canada Act* are collectively referred to in this ITQ as SSC's "Clients". A current list of the departments that are required to use SSC for their network services is listed in Annex A.
- 1.2.2** SSC currently provides legacy telephony services to its Clients using Centrex, Private Branch Exchanges (PBXs) and Key Telephone Systems (KTS). These legacy services offer limited end-user capabilities and are expensive for SSC to operate. As a result, SSC is considering replacing over 170,000 legacy telephone lines with a Contractor managed Workplace Communication Services, which include: IP Telephony Service, IP Telephony Local Survivability Service, Desktop Communication Service, WAN Gateway Service, Media Gateway Service, Session Border Controller Service, E.164 Number Mapping Service, IP Telephones, Softphones, Analogue Telephone IP Gateways and Desktop Communication Clients.
- 1.2.3** This document is an Invitation to Qualify (ITQ) pertaining to Canada's initiative to provide Workplace Communication Services for SSC's Clients in order to reduce costs and enhance program delivery to Canadian citizens and businesses. The objective of the ITQ is to qualify Respondents who have experience in implementing and operating Workplace Communication Services.
- 1.2.4** This requirement is for delivery across all Canada. A small portion of this requirement may be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).
- 1.2.5** This ITQ is neither a request for proposal (RFP) nor a solicitation of bids or tenders; its purpose is to identify those Respondents that possess the qualifications required by SSC for participation in the next phase of the procurement process for Workplace Communication Services. No contract will result from this ITQ. Canada reserves the right to cancel this procurement at any time during the ITQ phase or any other phase of the procurement process. Given that this ITQ may be cancelled by Canada in part or in its entirety, it may not result in any of the subsequent procurement processes described in this solicitation. Respondents may withdraw from the ITQ process at any time.
- 1.2.6** This ITQ represents the first phase of the procurement process for the Workplace Communication Services (WCS) requirements. An overview of the procurement process can be found in Part 3 - Procurement Process.
- 1.2.7** The ITQ evaluation criteria focus on the Respondent's experience delivering services relating to Workplace Communication Services.
- 1.2.8** Respondents who meet the mandatory ITQ experience requirements will qualify to proceed to the subsequent phases of the procurement process.
- 1.2.9** SSC may run a second qualification round if the first round of the ITQ Phase does not, in Canada's opinion, result in a sufficient number of Qualified Respondents.
- 1.2.10** Respondents who do not successfully qualify at the ITQ Phase will not be able to participate in subsequent procurement phases for Workplace Communication Services.
- 1.2.11** This document describes what Respondents need to submit with their response(s) and how Respondents will be evaluated. The response requirements are fully described in Part 4 - Response Preparation and Submission.



### 1.3 Terminology

- 1.3.1** All elements of this document that are mandatory are identified by “must” or “mandatory”. To successfully qualify for further phases of the procurement, the Responses must meet all mandatory requirements.
- 1.3.2** The use of the phrase “is requested to” or “should” indicates that it is preferred, but not mandatory, that the Respondents comply with the instructions provided. Failure to comply will not fail a Respondent on that basis alone.

### 1.4 Overview of the Requirement

This ITQ is being issued by SSC. It is intended that a single contract resulting from any subsequent bid solicitation will be awarded by SSC to provide managed Workplace Communication Services to its clients, 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. The Workplace Communication Services will be using equipment owned and operated by the Contractor, with the core services hosted in 2 or more data centers. 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.

The services that will be available from Workplace Communication Services Contract are summarized in the following table:

Workplace Communication Services	Description
IP Telephony Service	Supplier-managed service, hosted in supplier or Canada data centres, that is accessible using IP Telephones and Softphones over an IP network to allow on-net and off-net (Public Switched Telephone Network) voice communication.
IP Telephony Local Survivability Service	Supplier-managed service, hosted at Canada premises, which provides survivability and local PSTN access for IP Telephones and Softphones at a site for on-net and off-net Public Switched Telephone Network (PSTN) voice communication.
Desktop Communication Services	Supplier-managed services hosted at supplier locations or Canada locations, which are accessible over IP networks using Desktop Communication Clients, that include: <ul style="list-style-type: none"> <li>• Instant Messaging, which allows users to exchange real-time text messages</li> <li>• Presence, which allow users to share real-time activity status (e.g. logged in, busy on the phone, out of office).</li> <li>• Desktop Audio and Video, which allows audio and video sessions between 2 users</li> <li>• Desktop Multi-Party Audio and Video, which allows audio and video conferences between multiple users.</li> <li>• Desktop Collaboration, which allows users to share and edit documents and participate in white boarding sessions.</li> </ul> Desktop Recording and Streaming which allows audio and video conferences to be recorded and streamed to users.
WAN Gateway Service	Supplier-managed services that include: <ul style="list-style-type: none"> <li>• PSTN gateway to the local PSTN, SSC’s long distance service and SSC’s toll free service.</li> <li>• Inter-network gateway that enables IP-based peering with systems and services hosted on other service domains or networks identified by SSC.</li> <li>• AS-SIP gateway that enables IP-based gateway with multi-level precedence and pre-emption as required for the</li> </ul>



Workplace Communication Services	Description
	Department of National Defense network. <ul style="list-style-type: none"> <li>TDM Autovon gateway that enables IP to TDM gateway with multi-level precedence and pre-emption as required for the Department of National Defense network.</li> </ul>
Media Gateway Service	Supplier-managed service that include IP to analogue gateways for connecting analogue devices to the IP Telephony Service, and IP to digital gateways for connecting digital telephony devices to the IP Telephony Service.
Session Border Controller Service	Supplier-managed service that provides firewall for voice, video and real-time applications, which also performs network address translation, transcoding and adaptation.
E.164 Number Mapping Service	Supplier-managed service that maps E.164 to domain name and allows telephone numbers to domain resolution, which enables on-net communications with IP-based peered systems and services as required by SSC.

The products that will be available for purchase under the Workplace Communication Services Contract are summarized in the following table:

Workplace Communication Services Products	Description
IP Telephones	Various IP-based telephones that operate with the IP Telephony Service.
Softphone	Software telephony client installed on a personal computer that operates with the IP Telephony Service
Analogue Telephone IP Gateway	IP to analogue gateways that allow connecting analogue devices to the IP Telephony Service
Desktop Communication Client	Application installed on desktop computers, laptops, tablets and smart phones for access to the Desktop Communication Service.

**1.5 National Security Exception, Data Sovereignty and Security**

- 1.5.1 The procurement of the Workplace Communication Services is subject to a National Security Exception and, as a result, none of the trade agreements apply to this procurement.
- 1.5.2 The protection of the data hosted at the Contractor premises that will provide the Workplace Communication Services and transmitted over Canada’s network infrastructure is critical 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 the Contractor must be protected against unauthorized access, personal, confidential and sensitive data require even stronger levels of control. The Contractor’s Workplace Communication Services architecture must be designed with this in mind and a variety of security measures will be included in the Request for Proposal and Resulting Contract Clauses in this regard.

**1.6 Conflict of Interest – Unfair Advantage**

- 1.6.1 In order to protect the integrity of the procurement process, Respondents are advised that Canada may reject a response in the following circumstances:
  - a) if the Respondent, any of its affiliates or subcontractors, or any of their respective employees or former employees was involved in any manner in the preparation of the strategies and documentation related to this procurement process or is in any situation of conflict of interest or appearance of conflict of interest;
  - b) if the Respondent, any of its affiliates or subcontractors, or any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other suppliers and that would, in Canada’s opinion, give or appear to give the Respondent an unfair advantage.



- 1.6.2** In this regard, Canada advises that it has used the services of a number of private sector consultants/contractors in preparing strategies and documentation related to this procurement process, including the following:
- a) IBISKA Telecom Inc.
  - b) Coradix Technology Consulting Ltd.
  - c) Zylog Systems (Canada) Ltd.
  - d) Dalian Enterprises Inc.
  - e) AQR Management Services Inc.
  - f) Donna Cona Inc.
  - g) Veritaaq
- 1.6.3** The experience acquired by a Respondent who is providing or has provided the goods and services described in the ITQ (or similar goods or services) to Canada will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. Each Respondent remains, however, subject to the criteria established above.
- 1.6.4** If Canada intends to disqualify a response under this section, the Contracting Authority will inform the Respondent and provide the Respondent an opportunity to make representations before making a final decision. Respondents who are in doubt about a particular situation should contact the Contracting Authority before the closing date. By submitting a response, the Respondent represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Respondent acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.





## **PART 2      RESPONDENT INSTRUCTIONS**

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

- 2.1.1** All instructions, clauses and conditions identified in the ITQ 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** Suppliers who submit a response agree to be bound by the instructions, clauses and conditions of the ITQ.
- 2.1.3** The 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the ITQ, 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) Wherever the terms “Public Works and Government Services Canada” or “PWGSC” are used, substitute “Shared Services Canada”;
  - e) This ITQ relates only to the potential to qualify to submit bid(s) in response to subsequent RFP(s) for Workplace Communication Services;
  - f) Section 7 is replaced by the following:
    - i. A response delivered to the address specified on the cover page after the closing date and time but before all responses have been assessed may be considered, provided the Respondent can prove the delay is due solely to a delay in delivery that can be attributed to the Delivery Company. “Delivery Company” means an incorporated courier company, Canada Post Corporation, or a national equivalent of a foreign country. The only pieces of evidence relating to a delay that are acceptable are:
      - 1. a cancellation date stamp; or
      - 2. a courier bill of lading; or
      - 3. a date stamped labelthat clearly indicates that the response was received by the Delivery Company before the closing date.
    - ii. Postage meter imprints, whether imprinted by the Respondent or the Delivery Company, are not acceptable as proof of timely mailing.
  - g) Subsection 05(4), which discusses a validity period, does not apply, given that this ITQ invites suppliers simply to qualify. Canada will assume that all suppliers who submit a Response wish to continue to qualify unless they advise the Contracting Authority that they wish to withdraw their Response; and
  - h) Delete subsection 01 – Integrity Provisions – Bid..
  - i) Delete subsection 08 – Transmission by Facsimile.
  - j) Delete subsection 20 – Further Information.
- 2.1.4** If there is a conflict between the provisions of Standard Instructions – Goods or Services – Competitive Requirements 2003 and this document, this document prevails.

### **2.2      Submission of Responses**

- 2.2.1** Responses must be submitted to Shared Services Canada by the date, time and address indicated on page 1 of the ITQ.
- 2.2.2** Responses delivered by email or transmitted by facsimile to Shared Services Canada will not be accepted.



**2.2.3** Suppliers are requested to send an e-mail notification to:  
SSCTelecomConsultation.SPCConsultationTelecom@SSC-SPC.gc.ca prior to the closing date indicating their intention to submit a response.

### **2.3 Enquiries and comments during the ITQ Period**

**2.3.1** Because this ITQ has already been posted and many questions were received and answered, questions that do not relate to the changes marked in this version of the ITQ may not be answered. There will only be a single question period. All enquiries regarding the ITQ must be submitted in writing to the Contracting Authority within the period identified below. Enquiries received after this period may not be answered.

**Period 1:** Enquiries should be submitted **no later than August 22, 2014.**

**2.3.2** Respondents should reference as accurately as possible the section and numbered item of the ITQ 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.

**2.3.3** 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 the ITQ Submission Form (Annex B). If no other province or territory is specified, the Respondent agrees that the laws of Ontario are acceptable to it.

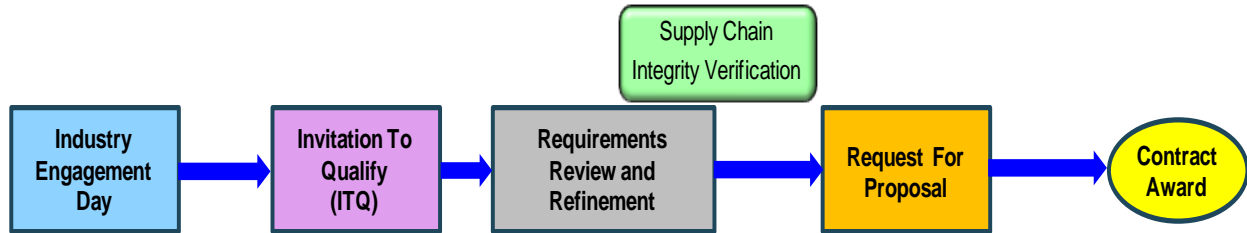
### **2.5 Language**

**2.5.1** Respondents are requested to identify in the ITQ Submission Form (Annex B) which of Canada’s two official languages it will use for future communications with Canada and, if successful in the ITQ evaluation, for all subsequent phases of the procurement process.

## PART 3 PROCUREMENT PROCESS

### 3.1 Overview

A multi-phase collaborative procurement approach called Collaborative Procurement Solution (CPS) will be used for the Workplace Communication Services (WCS) requirements. This approach focuses on the engagement with the industry in order to help define the requirements and the procurement approach. This approach will allow Canada to perform due diligence with respect to the requirements with Pre-Qualified Respondents before issuing a bid solicitation. The diagram below depicts the major phases of the CPS.



Summary of the Procurement Phases

Procurement Phase	Objectives
Industry Engagement	<ul style="list-style-type: none"> <li>Solicit feedback from industry on Canada’s requirements for Workplace Communication Services and the procurement approach</li> <li><b>This phase has been completed</b></li> </ul>
Invitation to Qualify	<ul style="list-style-type: none"> <li>Issue ITQ on BuyandSell.gc.ca</li> <li>Obtain ITQ responses from Respondents for Workplace Communication Services</li> <li>Evaluate ITQ responses for Workplace Communication Services</li> <li>Select the Qualified Respondents to continue to the Review and Refine Requirements Phase</li> </ul>
Review and Refine Requirements	<ul style="list-style-type: none"> <li>Qualified Respondents have an opportunity to enhance their understanding of the requirements</li> <li>Qualified Respondents to provide their list of IT products (equipment, firmware, software, services), together with network diagrams and information about subcontractors</li> <li>Conduct the supply chain integrity verification of the Respondents’ IT products to ensure that all IT products proposed, network architecture and subcontractors meet certain security and supply chain standards</li> <li>Select the Qualified Respondents to continue to the Bid Solicitation Phase</li> </ul>
Request for Proposal	<ul style="list-style-type: none"> <li>Issue RFP to all Qualified Respondents for Workplace Communication Services</li> <li>Obtain proposals from the Bidders</li> <li>Evaluate the proposals for Workplace Communication Services</li> <li>Select the successful proposal for Workplace Communication Services</li> </ul>
Contract Award	<ul style="list-style-type: none"> <li>Award the contract to the winning Bidder for Workplace Communication Services</li> </ul>



### **3.2 Invitation to Qualify Phase (ITQ)**

- 3.2.1** The objective of the ITQ is to qualify Respondents who have the required experience in implementing and operating Workplace Communication Services.
- 3.2.2** The Responses received under this ITQ will be evaluated against Mandatory Criteria as detailed in Part 6 – Evaluation Procedure and Basis for Qualification.
- 3.2.3** Respondents who meet all the mandatory criteria will be considered Qualified Respondents for the Workplace Communication Services requirement and will proceed to the Review and Refine Requirements Phase described below.
- 3.2.4** Once the Qualified Respondents have been selected and notify as such, Canada intends to proceed with the Review and Refine Requirements Phase. Qualified Respondents may withdraw from the process at any time by providing a written notification to the Contracting Authority.

### **3.3 Review and Refine Requirements Phase (RRR)**

- 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** Canada will provide Qualified Respondents for Workplace Communication Services with a preliminary Statement of Work (SOW) for Workplace Communication Services 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;
  - b) presentation sessions; and
  - c) written questions and answers.
- 3.3.3** Canada will consider the feedback provided by Respondents when finalizing the SOW for Workplace Communication Services and its solicitation requirements for use in the Bid Solicitation Phase.
- 3.3.4** Canada will conduct a supply chain integrity verification of the Respondents' IT products (equipment, software, firmware and services) that the Respondent will use to provide Workplace Communication Services to ensure that all IT products meet certain security and supply chain standards. More information about this process will be provided to the Qualified Respondents during the RRR Phase.
- 3.3.5** Only the Respondents who pass the supply chain integrity verification for Workplace Communication Services will continue to be Qualified Respondents for Workplace Communication Services and will proceed to the Bid Solicitation Phase described below.

### **3.4 Bid Solicitation Phase**

- 3.4.1** During the Bid Solicitation Phase, Canada intends to issue a formal RFP to the Qualified Respondents who have participated in the RRR Phase and remain Qualified Respondents following the supply chain integrity verification process.

### **3.5 Contract Award Phase**

- 3.5.1** After completion of the Bid Solicitation Phase, the selected Bidder will be recommended for Contract Award providing that Canada has received all necessary internal approvals.
- 3.5.2** Canada is considering a 7-year contract plus 3 one-year optional periods.



## PART 4 RESPONSES 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) **Section I: Technical Response** - 1 hard copy and 1 soft copy on USB key.
- b) **Section II: Certifications** - 1 hard copy and 1 soft copy on USB key.

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.

**4.1.2** Pricing is not a requirement of this ITQ and should not be included in the Response.

**4.1.3** Canada requests that no brochures and promotional materials be included with the Response.

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

- a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- b) use a numbering system that corresponds to the ITQ;
- 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.

**4.1.5 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.

### 4.2 Types of Respondents:

**4.2.1** A Respondent can be a corporation, a partnership or a joint venture.

**4.2.2** For Workplace Communication Services, each Respondent (including related entities) will only be permitted to qualify once. If a Respondent or any related entities participate in more than one Response, Canada will provide those Respondents with 2 working days to identify one Response to be considered by Canada. Failure to meet this deadline may result in all responses being disqualified or in Canada choosing, in its discretion, which Response to evaluate.

**4.2.3** For the purposes of this article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc.) an entity will be considered to be "related" to a Respondent if:

- a) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- b) they are "related persons" or "affiliated persons" according to the Canada *Income Tax Act*;
- c) the entities have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or



- d) 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.

#### **4.3 Content of the Response**

**4.3.1** A complete ITQ response consists of the following documents, each of which is described in detail below:

- a) Section I: Technical Response
  - 1) ITQ Submission Form – Annex B (requested at ITQ closing)
  - 2) ITQ Reference Project Forms – Annex C (mandatory at ITQ closing)
- b) Section II: Certifications
  - 1) Federal Contractors Program for Employment Equity – Certification – Annex D (requested at ITQ closing)

#### **4.4 ITQ Submission Form – Annex B (Requested at ITQ closing)**

**4.4.1** Respondents are requested to include a completed ITQ Submission Form (Annex B) with their Response. The Form provides a common form in which Respondents can provide information required for evaluation. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the ITQ Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so.

#### **4.5 ITQ Reference Project Forms – Annex C (Mandatory at ITQ closing)**

- 4.5.1** Respondents must provide, in sufficient detail, their previous corporate experience in delivering Workplace Communication Services by submitting fully completed ITQ Reference Project Forms (Annex C) with their Response. The project description must clearly demonstrate that the Respondents meet all mandatory experience requirements. Simply repeating the requirement does not, in itself, demonstrate that a Respondent has the experience required. Sufficient details is required. Respondents are also asked to use the same terminology used in this ITQ; if a Respondent uses different terminology, that Respondent is requested to define the terminology so that Canada can accurately assess whether the experience meets the requirements of this ITQ.
- 4.5.2** The Respondents' experience will be evaluated on a simple pass/fail (i.e., compliant / non-compliant) basis. Respondents that fail to meet any of the mandatory experience requirements in Annex C will be disqualified.
- 4.5.3** The Project References required for the mandatory experience requirements in Annex C do not have to be the same. Also, as an example, the customer for the Annex C.1 experience requirements could be ABC Co., while the customer for the Annex C.2 experience requirements could be XYZ Ltd. However, for Annex C.1, the Respondent must provide a single project to meet all the elements of the experience required by Annex C.1.
- 4.5.4** In the case of a joint venture Respondent, each Project Reference given can be from a different joint venture member. The Project References are not required to be projects performed by the joint venture Respondent itself.
- 4.5.5** Respondents are requested to indicate the page number(s) in their supporting project documentation that addresses a particular mandatory corporate technical experience requirement.
- 4.5.6** Canada will only consider the experience of the Respondent itself (not including any affiliate of the Respondent), subject to the following:
- a) The experience of a corporate predecessor will be evaluated as experience of the Respondent if:



- i) The corporate predecessor amalgamated with another corporation to form the Respondent; or
  - ii) All or substantially all the assets of the corporate predecessor were acquired by the Respondent, the majority of the corporate predecessor employees became employees of the Respondent, and both the corporate predecessor and the Respondent carry on essentially the same business; or
  - iii) All or substantially all of a specific business unit that was responsible within the corporate predecessor for the work connected with the experience requirement has been transferred to the Respondent, along with all or substantially all the employees of that business unit, and the Respondent continues to carry on essentially the same business as that business unit.
- b) For Mandatory Experience Requirement C.1, C.4 and C.5, all Respondents must use Project References of their own.
- c) For Mandatory Experience Requirements C.2 and C.3, the Respondent may have acquired its experience working in the capacity of a subcontractor to a third party, as long as it was the Respondent that did the work associated with the experience requirement. In relying on this type of experience, the Respondent must provide the name of the prime contractor and a contact person with the prime contractor who can confirm the work performed by the Respondent as its subcontractor.

For example, Respondent A did Instant Messaging and Presence work on behalf of Prime Contractor X for customer Y. Its work as a subcontractor to the Prime Contractor included all the mandatory experience elements required by Mandatory Experience Requirement C.2.

**4.5.7** The customer organization for each Project Reference must not be related to the Respondent (i.e., the customer organization must not be an affiliate and must deal at arm's length with the Respondent in order to be considered as a Project Reference).

#### **4.6 Certifications**

Respondents are requested to submit the certifications required under Part 7 at ITQ closing. If the certifications are not submitted with the Response, the Contracting Authority will provide the Respondent with the opportunity to do so. Failure to comply with the request of the Contracting Authority and provide any required information within the requested time period will result in the response being disqualified.





## **PART 5 SECURITY, FINANCIAL AND OTHER REQUIREMENT**

### **5.1 Security Clearance Requirement**

- 5.1.1** Security clearance is an important corporate requirement. Canada will require the successful bidder to meet the security requirements set out in the Annex F - SRCL before the Bid Solicitation (RFP) closing date.
- 5.1.2** 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.
- 5.1.3** Canada reserves the right to revise the security requirements following the ITQ Phase. Canada will provide the RFP and contract security clauses at a subsequent phase of this procurement process.

### **5.2 Financial Capability**

- 5.2.1** It is anticipated that SACC Manual clause A9033T (2012-07-16), Financial Capability, will apply to the resulting bid solicitation(s); except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the Contract to the Bidder on the condition that the parent company grant a performance guarantee to Canada."
- 5.2.2** In the case of a joint venture, each member of the joint venture will have to meet the financial capability requirements.
- 5.2.3** Financial capability will be evaluated during the Bid Solicitation Phase.





## **PART 6 EVALUATION PROCEDURES AND BASIS OF QUALIFICATION**

### **6.1 General Evaluation Procedures**

- 6.1.1** An evaluation team composed of representatives of Canada will evaluate the ITQ Responses. Canada may hire any independent consultant, or use any Government resources, to evaluate any ITQ Response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- 6.1.2** Through a competitive solicitation, Shared Services Canada has engaged Samson & Associates Inc. as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the responses with respect to Canada's adherence to the evaluation process described in this ITQ.
- 6.1.3** Each Response will be reviewed to determine whether it meets the mandatory requirements of the ITQ. Any element of the ITQ 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.
- 6.1.4** In addition to any other time periods established in the ITQ:
- a) **Requests for Clarifications:** If Canada seeks clarification or verification from the Respondent about its response, including certifications, the Respondent will have 2 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.

### **6.2 Evaluation of ITQ Submission Form (Annex B)**

- 6.2.1** The ITQ Submission Forms will be evaluated for completeness. If Canada determines that the information required by the ITQ Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so. Failure to comply with the request of the Contracting Authority and provide any required information within the requested time period will result in the response being disqualified.

### **6.3 Evaluation of Compliance with Mandatory Experience Requirements (Annex C)**

- 6.3.1** For the Workplace Communication Services, the mandatory experience requirements at Annex C will be evaluated on a simple pass/fail basis.
- 6.3.2** Canada is not obliged to, but may in its discretion contact the Primary reference and, where applicable, the Backup reference, in order to validate that any information on any signed ITQ Reference Project Form is accurate. Canada may conduct the reference check with respect to none, some or all of the mandatory experience requirements. Canada may conduct any Project Reference validation check in writing by e-mail by sending the reference a copy of the completed and signed ITQ Reference Project Form. Canada will email (cc) the Respondent's contact when an e-mail is sent out for Project Reference validation checks.
- 6.3.3** If Canada chooses to contact one or more references to validate information provided by a Respondent, Canada must receive the reference's response within 5 Federal Government Working Days (FGWDs) from the date of the request. If Canada does not receive confirmation (within 5 FGWDs) from either the Primary or Backup reference that the information on the signed ITQ Reference Project Form is accurate (or that any inaccuracies are not material to whether or not the project meets the mandatory requirements), that Respondent's Project Reference will not be considered in the evaluation. Canada may also contact a Primary or Backup reference for clarification purposes, either by email or by telephone.



**6.3.4** If during a Response validation by Canada it becomes apparent that the address, telephone number, or email address for any of the references is incorrect or missing, the Respondent will be permitted to provide the correct address, telephone number, or email address within 1 FGWD of a request. If the named individual for the Primary reference is unavailable because they are on leave, or no longer working for that organization, Canada will contact the Backup reference from the same customer organization.

**6.3.5** The Respondents will not be permitted to submit an alternate customer organization or project as a reference for Workplace Communication Services after the closing date of this ITQ unless SSC runs a second qualification round for Workplace Communication Services.

#### **6.4 Basis for Qualification**

**6.4.1** A response must comply with the requirements of the ITQ and meet all mandatory requirements to be declared responsive. A Respondent whose response for the Workplace Communication Services ITQ has been declared responsive will be a Qualified Respondent and proceed to the RRR phase. However, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified at any time during the solicitation process.

**6.4.2** Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases, unless SSC determines in its sole discretion that a second opportunity is required in order to increase competition for the Bid Solicitation Phase.

#### **6.5 ITQ Phase Second Qualification Round**

**6.5.1** SSC reserves the right, in its sole discretion, to run a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.

**6.5.2** If SSC determines that unsuccessful Respondents will be given a second opportunity to qualify, SSC will provide written debriefs to all unsuccessful Respondents for Workplace Communication Services at the same time.

**6.5.3** Any Respondent who does not qualify after the second attempt will not be given another opportunity to participate or be re-evaluated for the subsequent phases.



## PART 7 CERTIFICATIONS

Compliance with the certifications Respondents provided to Canada is subject to verification by Canada during the response evaluation period, during the subsequent phases of the procurement process described in this ITQ, and after award of any resulting contract(s). The Contracting Authority will have the right to ask for additional information to verify the Respondents' compliance with the certifications at any time. The Respondent's response will be disqualified if any certification made by the Respondent is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also result in the response being disqualified.

Respondents are requested to use Annexes D and F to provide the certifications requested below. For a joint venture bidder, the certifications requested below are required for each member of the joint venture.

### 7.1 Code of Conduct Certifications

**7.1.1** Respondents must comply with the *Code of Conduct for Procurement*, which can be found here: <http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html>. In addition to the *Code of Conduct for Procurement*, Respondents must a) respond to this ITQ in an honest, fair and comprehensive manner, b) accurately reflect their capacity to satisfy the requirements stipulated in this ITQ and all subsequent phases of the procurement process including the resulting contracts, c) submit ITQ responses and enter into contracts only if they will fulfill all obligations of the Contract.

**7.1.2** By submitting a response, Respondents confirm that they understand that, to ensure fairness, openness and transparency in the procurement process, the commission of certain acts or offences will render them ineligible to be awarded a contract. The Respondent must provide Canada with updates during this procurement process if any of the information contained in its response changes. The Respondent and any of the Respondent's affiliates will also be required to remain free and clear of any acts or convictions listed further below during the period of any contract resulting from this procurement process.

**7.1.3** For the purpose of this section, everyone, including but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies, and subsidiaries, whether partly or wholly-owned, as well as individuals, and directors, are Respondent's affiliates if:

- a) directly or indirectly either one controls or has the power to control the other, or
- b) a third party has the power to control both.

Indicia of control, include, but are not limited to, interlocking management or ownership, identity of interests among family members, shared facilities and equipment, common use of employees, or a business entity created following the acts or convictions specified further below that has the same or similar management, ownership, or principal employees, as the case may be.

**7.1.4** Upon request by the Contracting Authority, the Respondent must provide a complete list of names of all individuals who are currently directors of the Respondent (in the case of a joint venture, this applies to each of the Respondents). Failure to provide such a list within the required time frame will render the response non-responsive.

**7.1.5** Canada may, at any time, request that a Respondent provide a properly completed and Signed Consent Form (Consent to a Criminal Record Verification form – PWGSC-TPSGC 229) for any or all the current directors of the Respondent. Failure to provide such Consent Forms by the deadline provided by the Contracting Authority will result in the response being declared non-responsive.

**7.1.6** By submitting a response, the Respondent certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Respondent, including the information relating to the acts or convictions specified



below, through independent research, use of any government resources or by contacting third parties.

- 7.1.7** By submitting a response, the Respondent certifies that neither the Respondent nor any of the Respondent's affiliates have directly or indirectly, paid or agreed to pay, and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or obtaining of the Contract if the payment of the fee would require the individual to file a return under section 5 of the Lobbying Act.
- 7.1.8** By submitting a response, the Respondent certifies that no one convicted under any of the provisions under a) or b) would receive any benefit under a contract arising from this procurement process. In addition, the Respondent certifies that, except for those offences where a criminal pardon or a record suspension has been obtained or capacities restored by the Governor in Council, neither the Respondent nor any of the Respondent's affiliates nor any of their directors has ever been convicted of an offence under any of the following provisions:
- a) paragraph 80(1)(d) (*False entry, certificate or return*), subsection 80(2) (*Fraud against Her Majesty*) or section 154.01 (*Fraud against Her Majesty*) of the Financial Administration Act, or
  - b) section 121 (*Frauds on the government and Contractor subscribing to election fund*), section 124 (*Selling or Purchasing Office*), section 380 (*Fraud*) for fraud committed against Her Majesty or section 418 (*Selling defective stores to Her Majesty*) of the Criminal Code of Canada, or
  - c) section 462.31 (*Laundering proceeds of crime*) or sections 467.11 to 467.13 (*Participation in activities of criminal organization*) of the Criminal Code of Canada, or
  - d) section 45 (*Conspiracies, agreements or arrangements between competitors*), 46 (*Foreign directives*) 47 (*Bid rigging*), 49 (*Agreements or arrangements of federal financial institutions*), 52 (*False or misleading representation*), 53 (*Deceptive notice of winning a prize*) under the Competition Act, or
  - e) section 239 (*False or deceptive statements*) of the Income Tax Act, or
  - f) section 327 (*False or deceptive statements*) of the Excise Tax Act, or
  - g) section 3 (*Bribing a foreign public official*) of the Corruption of Foreign Public Officials Act, or
  - h) section 5 (*Trafficking in substance*), section 6 (*Importing and exporting*), or section 7 (*Production of substance*) of the Controlled Drugs and Substance Act.
- 7.1.9** In circumstances in which a criminal pardon or a record suspension has been obtained, or capacities have been restored by the Governor in Council, the Respondent must provide with its response or promptly thereafter a copy of confirming documentation from an official source. If this documentation has not been received by the time the evaluation of responses is completed, Canada will inform the Respondent of a time frame within which to provide the information. Failure to comply will render the response non-responsive.
- 7.1.10** By submitting a response, Respondents confirm that they understand that Canada may contract outside of the present solicitation process with a supplier who has been convicted of an offense enumerated under c) to h) further above, or who is affiliated with someone who has been convicted of an offense enumerated under c) to h), when required to do so by law or legal proceedings, or when Canada considers it necessary to the public interest for reasons which include, but are not limited to:
- a) Only one person is capable of performing the contract;
  - b) Emergency;
  - c) National security;
  - d) Health and safety;



e) Economic harm;

Canada reserves the right to impose additional conditions or measures to ensure the integrity of the procurement process.

## 7.2 Former Public Servant Certification

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

**7.2.2** For the purposes of this clause,

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

1. an individual;
2. an individual who has incorporated;
3. a partnership made of former public servants; or
4. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

b) **“lump sum payment period”** means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

c) **“pension”** means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.

**7.2.3** If the Respondent is an FPS in receipt of a pension as defined above, the Respondent must provide the following information:

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

**7.2.4** If the Respondent is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Respondent must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and



g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

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

**7.2.6** By submitting a response, the Respondent certifies that the information submitted by the Respondent in response to the above requirements is accurate and complete.

**7.3 Federal Contractors Program – Certification**

**7.3.1** By submitting a response, the Respondent certifies that the Respondent, and any of the Respondent's members if the Respondent is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Human Resources and Skills Development Canada (HRSDC) – Labour's website

**7.3.2** Canada will have the right to declare a response non-responsive if the Respondent, or any member of the Respondent if the Respondent is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

**7.3.3** Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

**7.3.4** The Respondent is requested to provide the Contracting Authority with a completed Annex D – Federal Contractors Program for Employment Equity – Certification, with their response. If the Respondent is a joint venture, the Respondent must provide the Contracting Authority with a completed certification for each member of the joint venture.



## **Annex A: Current List of Departments and Agencies that Must Use SSC services related to Networks**

1. Aboriginal Affairs and Northern Development Canada
2. Agriculture and Agri-Food Canada
3. Atlantic Canada Opportunities Agency
4. Canada Border Services Agency
5. Canada Economic Development for Quebec Regions
6. Canada Revenue Agency
7. Canada School of Public Service
8. Canadian Food Inspection Agency
9. Canadian Heritage
10. Canadian Northern Economic Development Agency
11. Canadian Nuclear Safety Commission
12. Canadian Space Agency
13. Citizenship and Immigration Canada
14. Correctional Service of Canada
15. Department of Finance
16. Department of Justice
17. Environment Canada
18. Employment and Social Development Canada
19. Federal Economic Development Agency for Southern Ontario
20. Financial Transactions and Reports Analysis Centre of Canada
21. Fisheries and Oceans Canada
22. Foreign Affairs, Trade and Development Canada
23. Health Canada
24. Immigration and Refugee Board of Canada
25. Industry Canada
26. Infrastructure Canada
27. Library and Archives Canada
28. National Defence
29. National Research Council Canada
30. Natural Resources Canada
31. Parks Canada
32. Privy Council Office
33. Public Health Agency of Canada
34. Public Safety Canada
35. Public Service Commission of Canada
36. Public Works and Government Services Canada
37. Royal Canadian Mounted Police
38. Statistics Canada
39. Transport Canada
40. Treasury Board of Canada Secretariat
41. Veterans Affairs Canada
42. Western Economic Diversification Canada





**Annex B: ITQ Submission Form**

<b>ITQ SUBMISSION FORM</b>	
<b>Respondent full legal name</b>	
<b>Authorized Representative of Respondent for evaluation purposes (e.g. clarifications)</b>	Name:
	Title:
	Address:
	Telephone #:
	Email:
<b>Procurement Business Number:</b>	
<b>Canada's Official Language in which the Respondent will communicate with Canada during any subsequent process - indicate either English or French</b>	
<b>Former Public Servants</b>  See Part 7 of the ITQ entitled Former Public Servant Certification for a definition of "Former Public Servant".  This requirement applies to the Respondent. In the case of a joint venture Respondent, the requirement applies to each member of the joint venture.	Is the Respondent in receipt of a pension as defined in this solicitation? Yes ____ No ____  If yes, please provide the information required by the Article in section 7.2 entitled "Former Public Servant Certification".
	Is the Respondent a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____  If yes, please provide the information required by the Article in section 7.2 entitled "Former Public Servant Certification".
Applicable Laws (the Respondent may insert the Canadian province or territory of its choice; otherwise, the applicable laws of Ontario will apply)	
As the authorized representative of the Respondent, by signing below, I confirm that I have read and understood the entire ITQ including the documents incorporated by reference into the ITQ and the entire Response, and I certify that: 1. The Respondent meets all the mandatory requirements described in the ITQ; and 2. All the information provided in the ITQ Response is complete, true and accurate.	
<b>Signature of the authorized representative of the Respondent</b>	Name
	Address
	Email
	Signature
	Phone





**Annex C: ITQ Reference Project Forms**

Considering that the Workplace Communication Services will be critical to Canada’s operation in serving Canadians, and may be implemented to over 170,000 users in 3,000+ locations across Canada, SSC has defined minimum past experience criteria for Respondents to qualify.

The Respondent’s ITQ mandatory criteria are detailed in this Annex C, ITQ Reference Project Forms, annexes C.1 to C.5 inclusive.

The following definitions apply to the ITQ Reference Project Forms only:

<b>Service</b>	<b>ITQ Definition</b>
IP Telephony service	A service implemented and managed by the Respondent and either hosted in the Respondent’s data centres, or at Customer data centres, that provides IP-based telephony service accessible using IP Telephones and Softphones. The IP Telephony service allows voice communication over the client IP networks and calls to/from the PSTN.
Instant Messaging and Presence service	A service implemented and managed by the Respondent and hosted in the Respondent data centres, or implemented by the Respondent and hosted in the client data centres, that provides Instant Messaging and Presence accessible over the client IP network using software installed on client PCs.
Desktop Video service	A service implemented and managed by the Respondent and hosted in the Respondent data centres, or implemented by the Respondent and hosted in the client data centres, that provides video communication over the client IP network using software installed on client PCs.
Customer Site	A unique civic address location where the service is provided to a customer other than the Respondent.
99.9% service availability per month	A maximum of 45 minutes per month during which a service was not available to a customer, excluding approved maintenance windows.



<b>Annex C.1: ITQ Reference Project Form</b>	
<b>Respondent</b>	
<b>Name</b>	
<b>Address</b>	
<b>Mandatory Experience Requirement #1</b>	
<p>The Respondent must have provided an IP Telephony service (see definition of this term) to a Customer for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the IP Telephony service, as implemented, met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. a minimum of 2,500 users in total;</li> <li>b. a minimum of 15 Customer Sites;</li> <li>c. a minimum of 2 Customer Sites were separated by a minimum of 1000 km;</li> <li>d. a minimum of 2 Customer Sites were located in 2 different provinces in Canada; and</li> <li>e. a minimum of 99.9% for monthly service availability, which excludes any LAN or WAN failure at a Customer Site.</li> </ul>	
<b>Reference Project for Mandatory Experience Requirement #1</b>	
<b>Entity under contract to Customer Organization to perform the reference project</b>	
<b>Project Name</b>	
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>	
<b>General Project Description (e.g. work performed, experienced gained)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing IP Telephony service for a Customer with a minimum of 2,500 users in total</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing IP Telephony service for a Customer with a minimum of 15 Sites</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing IP Telephony service where a minimum of 2 of the 15 Customer Sites were separated by a minimum of 1000 km</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing IP Telephony service where a minimum of 2 of the 15 Customer Sites were located in 2 different provinces</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing IP Telephony service for a Customer with a minimum of 99.9% for monthly service availability, which excludes any LAN or WAN failure at a Customer Site (Respondents should note that being under contract to deliver a minimum of 99.9% service availability does not actually demonstrate the service availability actually provided)</b>	
<b>Name of customer Organization</b>	
<b>Customer Organization Primary Contact Name</b>	
<b>Customer Organization Primary Contact Telephone</b>	
<b>Customer Organization Primary Contact Email</b>	
<b>Customer Organization Backup Contact Name</b>	



<b>Customer Organization Backup Contact Telephone</b>	
<b>Customer Organization Backup Contact Email</b>	



<b>Annex C.2: ITQ Reference Project Form</b>	
<b>Respondent</b>	
<b>Name</b>	
<b>Address</b>	
<b>Mandatory Experience Requirement #2</b>	
<p>The Respondent must have provided Instant Messaging and Presence service (see definition of this term) to one or more Customers for a period of at least 12 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the Instant Messaging and Presence service, as implemented, met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. a minimum of 500 users in total (across one or more Customers); and</li> <li>b. a minimum of 2 Customer Sites.</li> </ul> <p>Respondents who are relying on work done for multiple Customers should submit multiple forms, each describing the work done for one Customer (whether in the Respondent's capacity as the prime contractor or as a subcontractor). The period of "12 continuous months" can be different for each of the Customers served.</p>	
<b>Reference Project for Mandatory Experience Requirement #2</b>	
<b>Customer Organization receiving services for the reference project</b>	
<b>If applicable, prime contractor for whom the Respondent performed the work (if no prime contractor is indicated, the Respondent is indicating that it performed the work directly for the Customer)</b>	
<b>Project Name</b>	
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>	
<b>General Project Description (e.g. work performed, experienced gained)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing Instant Messaging and Presence service for a Customer with a minimum of 500 users in total (if using multiple Customers to demonstrate this experience, indicate the number of users for each Customer)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing Instant Messaging and Presence service with a minimum of 2 Sites for one or more Customers</b>	
<b>Customer Organization Primary Contact Name (if Respondent performed the work directly for the Customer)</b>	
<b>Customer Organization Primary Contact Telephone</b>	
<b>Customer Organization Primary Contact Email</b>	
<b>Customer Organization Backup Contact Name</b>	
<b>Customer Organization Backup Contact Telephone</b>	
<b>Customer Organization Backup Contact Email</b>	
<b>Prime Contractor Primary Contact Name (if Respondent performed the work as a subcontractor)</b>	
<b>Prime Contractor Primary Contact Telephone</b>	
<b>Prime Contractor Primary Contact Email</b>	
<b>Prime Contractor Backup Contact Name</b>	
<b>Prime Contractor Backup Contact Telephone</b>	



<b>Prime Contractor Backup Contact Email</b>	
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<b>Annex C.3: ITQ Reference Project Form</b>	
<b>Respondent</b>	
<b>Name</b>	
<b>Address</b>	
<b>Mandatory Experience Requirement #3</b>	
<p>The Respondent must have provided Desktop Video service (see definition of this term) to one or more Customers for a period of at least 12 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the Desktop Video service, as implemented, met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. a minimum of 100 users in total (across one or more Customers);</li> <li>b. a minimum of 2 Customer Sites.</li> </ul> <p>Respondents who are relying on work done for multiple Customers should submit multiple forms, each describing the work done for one Customer (whether in the Respondent's capacity as the prime contractor or as a subcontractor). The period of "12 continuous months" can be different for each of the Customers served.</p>	
<b>Reference Project for Mandatory Experience Requirement #3</b>	
<b>Customer Organization receiving services for the reference project</b>	
<b>If applicable, prime contractor for whom the Respondent performed the work (if no prime contractor is indicated, the Respondent is indicating that it performed the work directly for the Customer)</b>	
<b>Project Name</b>	
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>	
<b>General Project Description (e.g. work performed, experienced gained)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing Desktop Video service for a Customer with a minimum of 100 users in total (if using multiple Customers to demonstrate this experience, indicate the number of users for each Customer)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing Desktop Video service with a minimum of 2 Sites for one or more Customers</b>	
<b>Name of customer Organization (if Respondent performed the work directly for the Customer)</b>	
<b>Customer Organization Primary Contact Name</b>	
<b>Customer Organization Primary Contact Telephone</b>	
<b>Customer Organization Primary Contact Email</b>	
<b>Customer Organization Backup Contact Name</b>	
<b>Customer Organization Backup Contact Telephone</b>	
<b>Customer Organization Backup Contact Email</b>	



<b>Prime Contractor Primary Contact Name (if Respondent performed the work as a subcontractor)</b>	
<b>Prime Contractor Primary Contact Telephone</b>	
<b>Prime Contractor Primary Contact Email</b>	
<b>Prime Contractor Backup Contact Name</b>	
<b>Prime Contractor Backup Contact Telephone</b>	
<b>Prime Contractor Backup Contact Email</b>	



<b>Annex C.4: ITQ Reference Project Form</b>	
<b>Respondent</b>	
<b>Name</b>	
<b>Address</b>	
<b>Mandatory Experience Requirement #4</b>	
<p>The Respondent must have provided to a Customer a centralized service desk and network operations center located in Canada to manage an IP Telephony service (see definition of this term) for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the service desk and network operations center it provided met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. provided 7 day x 24 hour x 365 day service monitoring;</li> <li>b. provided 7 day x 24 hour x 365 day change and incident tracking;</li> <li>c. provided bilingual (English and French) phone support; and</li> <li>d. provided 7 day x 24 hour x 365 day incident escalations.</li> </ul>	
<b>Reference Project for Mandatory Experience Requirement #4</b>	
<b>Entity under contract to Customer Organization to perform the reference project</b>	
<b>Project Name</b>	
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>	
<b>General Project Description (e.g. work performed, experienced gained)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day service monitoring</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day change and incident tracking</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident escalations</b>	
<b>Name of Customer Organization</b>	
<b>Customer Organization Primary Contact Name</b>	
<b>Customer Organization Primary Contact Telephone</b>	
<b>Customer Organization Primary Contact Email</b>	
<b>Customer Organization Backup Contact Name</b>	
<b>Customer Organization Backup Contact Telephone</b>	
<b>Customer Organization Backup Contact Email</b>	



<b>Annex C.5: ITQ Reference Project Form</b>	
<b>Respondent</b>	
<b>Name</b>	
<b>Address</b>	
<b>Mandatory Experience Requirement #5</b>	
<p>The Respondent must have provided to a Customer, customer-accessible service portals located in Canada for an IP Telephony service (see definition of this term) for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ. where the service portal(s) met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. provided 7 day x 24 hour x 365 day on-line access using a web browser;</li> <li>b. provided bilingual (English and French) online help and online menus;</li> <li>c. provided access to incident tickets and change requests;</li> <li>d. provided access to service reports and service level metrics;</li> <li>e. provided access to service orders; and</li> <li>f. provided access to service documentation including operations guides and procedures.</li> </ul>	
<b>Reference Project for Mandatory Experience Requirement #5</b>	
<b>Entity under contract to Customer Organization to perform the reference project</b>	
<b>Project Name</b>	
<b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>	
<b>General Project Description (e.g. work performed, experienced gained)</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day on-line access using a web browser</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) online help and online menus</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing access to incident tickets and change requests</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing access to service reports and service level metrics</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing access to service orders</b>	
<b>Specific description regarding that project demonstrating the Respondent's experience in providing access to service documentation including operations guides and procedures</b>	
<b>Name of Customer Organization</b>	
<b>Customer Organization Primary Contact Name</b>	
<b>Customer Organization Primary Contact Telephone</b>	
<b>Customer Organization Primary Contact Email</b>	
<b>Customer Organization Backup Contact Name</b>	
<b>Customer Organization Backup Contact Telephone</b>	
<b>Customer Organization Backup Contact Email</b>	





#### **Annex D: Federal Contractors Program for Employment Equity – Certification**

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

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

#### **Complete both A and B.**

A. Check only one of the following:

- A1. The Respondent certifies having no work force in Canada.
- A2. The Respondent certifies being a public sector employer.
- A3. The Respondent certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- A4. The Respondent certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Respondent has a combined workforce in Canada of 100 or more employees; and
  - A5.1. The Respondent certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

**OR**

- A5.2. The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

- B1. The Respondent is not a Joint Venture.

**OR**

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



**Annex E: Pricing Commitment**

The implementation of SSC’s Workplace Communication Services will be a significant achievement both for Canada and for Canada’s service provider. It will require extensive cooperation in order to achieve the Government of Canada’s goals of greater efficiency and security for Canada’s new consolidated Workplace Communication Services. Canada, like the service provider, will be investing considerable time and effort into both the procurement process and the anticipated resulting implementation.

In consideration of the opportunity to participate in the GC Workplace Communication Services procurement process, including the Review and Refine Requirements Phase, the Respondent identified below agrees that, if it becomes a Qualified Respondent pursuant to the Invitation to Qualify (ITQ) issued by SSC for the GC Workplace Communication Services project, the Respondent and its affiliates will, if requested by SSC, extend the contract(s) listed below to which it (or any of its affiliates) is a party for up to 18 months beyond the date on which the contract would otherwise expire (after all other option periods or other extensions put in place before the date of this ITQ have run their course). The Respondent further agrees that any such extension will be on the same terms and conditions and prices in place on the date that the contract would otherwise expire, except to the extent that this is expressly prohibited by an existing tariff approved by the CRTC by the date the ITQ was issued by Canada. The list of contracts is as follows:

<b>Contract Title</b>	<b>Contract Number</b>	<b>Contractor</b>
Global Defence Network Services (GDNS)	W8484-05AA18/001/EF	TELUS Communications Inc.
Integrated Data and Voice System (IDVS)	EN463-040180/001/EW	TELUS Communications Inc.
Tunney’s Telecom Equipment	EN869-112196/EO	Bell Canada

Despite the foregoing, the extension of these contracts, if required by Canada, includes the following amendment to the existing terms and conditions. Canada and the Respondent including its affiliates (collectively referred to in this paragraph as the “Existing Contractor”) agree that the extension of up to 18 months does not require new capital investment by the Existing Contractor in infrastructure used exclusively to provide services to Canada, on the following understanding:

- a) Canada may continue to place orders for new services, and the Existing Contractor will provide those services at the prices and on the terms and conditions set out in the relevant contract;
- b) The Existing Contractor must continue to maintain, upgrade, replace and repair all parts of the infrastructure that are used to provide services both to Canada and to other customers, all at no additional cost to Canada;
- c) For services that are already in place at the time the extension begins, the Existing Contractor is not required to purchase make further capital investment(s) in any part of the infrastructure that is used exclusively to provide services to Canada. If such an investment is required in order to maintain the service levels
  - i. adjust the service levels to those that can be achieved using the existing infrastructure; or
  - ii. reimburse the Existing Contractor for the demonstrated out-of-pocket cost to repair, maintain, replace or upgrade any part of the infrastructure (either hardware or software) that is used exclusively to provide services to Canada, plus a mark-up of 10% (calculated on the out-of-pocket cost, without including any applicable taxes). For any such item, the Existing Contractor must submit one or more (as requested by Canada) of the following as price support for its quotation:
    - A. a current published price list and the percentage discount available to Canada (which must be commensurate with the discount for the other services already being



provided to Canada);

B. paid invoices for similar goods or services (similar quality and quantity) sold to other customers; if the Existing Contractor is required to keep the identity of its customers confidential, the Existing Contractor may black out any information on these invoices that could reasonably reveal the customer's identity, as long as the Existing Contractor provides, together with the invoices, a certification from its Senior Financial Officer with the profile of the customer (e.g., whether it is a public sector or private sector customer, the customer's size and service locations, and the nature of the goods and/or services it receives from the Existing Contractor), in order to allow Canada to determine whether the goods or services received by the customer are comparable to those Canada proposed by the Contractor;

C. a price breakdown showing, if applicable, the cost of direct labour, direct materials, purchased items, engineering and plant overheads (if applicable), general and administrative overhead, transportation, profit, etc.; and/or

D. a price certification.

In the case of Government Furnished Equipment (GFE), if the Existing Contractor can demonstrate that any GFE must be replaced or repaired (due to its age or state of repair) in order to maintain the service levels required by the existing contract, the parties agree to negotiate in good faith either to adjust the service levels as described in (i) or for Canada to replace or repair the GFE.

d) With respect to software updates, patches and other code required to repair, maintain, replace or upgrade the existing software forming part of the infrastructure used to deliver the services, the Existing Contractor must continue to deploy all software code that is available to the Existing Contractor either at no charge or at no additional charge that is specific to Canada (for example, if the Existing Contractor is already deploying that software code across the rest of its infrastructure and there is no incremental cost payable to a third party to deploy it on the infrastructure used exclusively to provide services to Canada).

e) To the extent that the Existing Contractor can demonstrate to Canada that, after the extension of up to 18 months has begun, there is an increase in the Existing Contractor's cost to provide the services to Canada that is attributable exclusively to an increase in a tariff rate chargeable by a subcontractor (pursuant to a tariff approved by the Canadian-Radio television Telecommunications Commission), Canada will agree to increase the amount payable to the Existing Contractor for the services by the amount by which the tariff rate has increased.

The Respondent warrants and represents that it has sought and obtained all necessary authority to make these commitments on its own behalf and on behalf of its affiliates (affiliates has the same meaning as "affiliated persons" under the *Canada Income Tax Act*).

\_\_\_\_\_ (the "Respondent") [insert name of Respondent]  
by its Authorized Signatory(ies)

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



**Annex F: Security Requirements Checklist (SRCL)**

Government of Canada Gouvernement du Canada	Contract Number / Numéro du contrat <b>14-18078</b> Security Classification / Classification de sécurité Unclassified
<b>SECURITY REQUIREMENTS CHECK LIST (SRCL)</b> <b>LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)</b>	
<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <span style="float: right;">Shared Services Canada</span>	
2. Branch or Directorate / Direction générale ou Direction <span style="float: right;">TSSD</span>	
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 Workplace Communication Services (WCS) will provide Internet Protocol (IP) Telephone, Desktop Videoconferencing, Instant Messaging and Presence services for SSC and its Partners at workplace locations within Canada. The WCS is to be fully outsourced, including management and maintenance of all service components.	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span>	
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? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>	
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) <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span>	
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. <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>	
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? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span>	
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"/> Not releasable / À ne pas diffuser <input checked="" type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
per Security Guide (29 Apr 2014)	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of Information / Niveau d'information	
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input checked="" type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>
PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	
TBS/SCT 350-103(2004/12)	
Security Classification / Classification de sécurité Unclassified	



<b>Government of Canada</b> <b>Gouvernement du Canada</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Contract Number / Numéro du contrat <b>14-18078</b></td> </tr> <tr> <td style="text-align: center;">Security Classification / Classification de sécurité Unclassified</td> </tr> </table>	Contract Number / Numéro du contrat <b>14-18078</b>	Security Classification / Classification de sécurité Unclassified										
Contract Number / Numéro du contrat <b>14-18078</b>													
Security Classification / Classification de sécurité Unclassified													
PART A (continued) / PARTIE A (suite)													
<p>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? <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span></p> <p>If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité : <span style="float: right;">SECRET</span></p>													
<p>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? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span></p> <p>Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :</p>													
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)													
<p>10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis</p> <table style="width: 100%; border: none;"> <tr> <td><input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE</td> <td><input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL</td> <td><input checked="" type="checkbox"/> SECRET SECRET</td> <td><input type="checkbox"/> TOP SECRET TRÈS SECRET</td> </tr> <tr> <td><input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT</td> <td><input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL</td> <td><input type="checkbox"/> NATO SECRET NATO SECRET</td> <td><input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET</td> </tr> <tr> <td><input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS</td> <td colspan="3"></td> </tr> </table> <p>Special comments: Commentaires spéciaux : <span style="float: right;">As specified in the Security Guide (29 Apr 2014)</span></p> <p style="font-size: small;">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.</p>		<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" 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			
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<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS													
<p>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? <span style="float: right;">As specified in the Security Guide (29 Apr 2014)</span></p> <p>If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté? <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span></p>													
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)													
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS													
<p>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? <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span></p>													
<p>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? <span style="float: right;">Secure Terminal Equipment (STE) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span></p>													
PRODUCTION													
<p>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? <span style="float: right;"><input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui</span></p>													
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)													
<p>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? <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span></p>													
<p>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? <span style="float: right;"><input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui</span></p>													
TBS/SCT 350-103(2004/12)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Security Classification / Classification de sécurité Unclassified</td> </tr> </table>	Security Classification / Classification de sécurité Unclassified											
Security Classification / Classification de sécurité Unclassified													





Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat

14-18078

Security Classification / Classification de sécurité  
Unclassified

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

For users completing the form manually use the summary chart below to indicate the category(les) 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 / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
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).



**Security Guide**  
**Workplace Communication Services SRCL (29 Apr 2014)**

Unclassified

Role/function	Clearance Level (CSD)	RCMP Facility Access	Canadian Citizen or Permanent Resident only	Details
Contractor field technician performing site equipment installation. Field technician does not have user privilege to access the WCS software configuration of installed equipment.	Enhanced Reliability	Yes	No	Unscreened personnel may not be used. RCMP Facility Access for RCMP sites; ID that verifies name, picture and date of birth.
Contractor field technician having user privilege to access the WCS software configuration of the installed equipment.	Secret	Yes	No	Unscreened personnel may not be used. RCMP Facility Access for RCMP sites; photograph, fingerprints and law enforcement record.
Any personnel with access to the Workplace Communication Services Operations Centre Operator console	Secret	No	No	Unscreened personnel that are accompanied by a screened escort may have transient access to the facility where the Operator console is located provided the console display has been protected from unscreened personnel viewing.
Any personnel with access to the Workplace Communication Services Security Operations Operator Console	Secret	No	No	Unscreened personnel that are accompanied by a screened escort may have transient access to the facility where the Operator console is located provided the console display has been protected from unscreened personnel viewing.
Any personnel with access to the Contractor Security Operations Operator Console	Secret	No	No	Unscreened personnel that are accompanied by a screened escort may have transient access to the facility where the Operator console is located provided the console display has been protected from unscreened personnel viewing.
Any personnel with access to the Workplace Communication Services Security Data	Secret	No	No	Unscreened personnel that are accompanied by a screened escort may have transient physical access provided Workplace Communication Services Security Data has been protected from unscreened personnel viewing.
Any personnel with access to the Workplace Communication Services Configuration Data	Secret	No	No	Unscreened personnel that are accompanied by a screened escort may have transient physical access provided Workplace Communication Services Configuration Data has been protected from unscreened personnel viewing.
Any personnel with access to physical locations in the Contractor OAM Zone where Workplace Communication Services Contractor Infrastructure is located	Enhanced Reliability	No	No	Unscreened personnel that are accompanied by a screened escort may have transient access. In Contractor OAM Zone locations where no access to Workplace Communication Services Infrastructure/Data exists, screened personnel are not required.

Workplace Communication Services SRCL Security Guide

Unclassified



Unclassified

Role/Function	Clearance Level (CISD)	RCMP Facility Access	Canadian Citizen or Permanent Resident only	Details
Any personnel with access to the Workplace Communication Services OAM Data	Enhanced Reliability Status	No	No	Unscreened personnel that are accompanied by a screened escort may have transient physical access provided Workplace Communication Services OAM Data has been protected from unscreened personnel viewing.
Any personnel with access to the Workplace Communication Services System Data	Enhanced Reliability	No	No	Unscreened personnel that are accompanied by a screened escort may have transient physical access provided Workplace Communication Services System Data has been protected from unscreened personnel viewing.
Contractor personnel responsible for any functions associated with the creation, management or deletion of Workplace Communication Services operator and administrator account privileges.	Secret	No	No	Unscreened personnel may not be used.
Contractor Key Resources Identified in the RFP for evaluation purposes	Enhanced Reliability	No	No	Unscreened personnel may not be used.
OEM support personnel	n/a	n/a	n/a	The Contractor must obtain Technical Authority approval before providing any Workplace Communication Services data/information to OEM Support personnel. This resource type must not have direct physical or network access to the Workplace Communication Services Infrastructure; however, they can work on issues/problems specific to their expertise level with security cleared Contractor personnel who have access to Workplace Communication Services Data. If the OEM Support resource is at a Workplace Communication Services Facility, they must be escorted by security cleared Contractor personnel.
Contractor Secure Terminal Equipment (STE) loan holder	Secret	No	<b>YES</b>	Unscreened personnel may not be used.
Users with access to the STE	Secret	No	<b>YES</b>	COMSEC account; Controlled Goods Physical access to the STE must be restricted to authorized Workplace Communication Services Security Operations Centre Operators. Unscreened personnel may not be used.





## **ANNEX G: SUMMARY OF THE MODIFICATIONS MADE TO THIS ITQ**

Respondents are responsible for reviewing this ITQ in its entirety and should not rely on this Annex to provide all of the changes which have been made to the ITQ.

Respondents are advised that this Annex is not an exhaustive list, but a high level summary of the changes made in this ITQ.

The following sections, as well as others not included in this list, have been revised;

- 1. Section 1.4 Overview of the requirement**
  - The description of Desktop Communication Services has been revised.
- 2. Section 2.3 Enquires and comments during the ITQ Period**
  - Give this ITQ will only be posted for 5 days, it will have only one period for questions.
- 3. Section 4.5 ITQ Reference Project Forms – Annex C (Mandatory at ITQ closing)**
  - Respondents should pay particular attention to this section as it has received the most revisions.
- 4. Annex F – Security Requirements Checklist**
  - The SRCL has been revised.



**ANNEX H: QUESTIONS AND ANSWERS CIRCULATED DURING INVITATION TO QUALIFY 14-18078**

All the answers to questions that were circulated during Invitation to Qualify No. 14-18078 apply and have been included below.

Question 1	Could you tell me if this ITQ is the same as referred to in the Converged Communications Industry Day back in Oct?
Response 1	Yes. Bundle 1.
Question 2	Please confirm that respondents may provide project references which may have been conducted outside Canada, and therefore necessarily contracted through the Respondent's parent company or affiliate due to corporate structure.
Response 2	All project references must relate to experience of the Respondent itself, not an affiliate. As stated at Article 4.5.6 of the ITQ, "Canada will only consider the experience of the Respondent itself (not including any affiliate of the Respondent)." Any Respondent that wishes to rely on the experience of an affiliate will need to qualify as a joint venture that includes that affiliate, so that both parties with the required experience are legally responsible for the performance of the work. Respondents are required to provide project references for Work conducted in Canada for Mandatory Experience Requirement #1 and Mandatory Experience Requirement #4. For Mandatory Experience Requirement #2 and Mandatory Experience Requirement #3, project references can be leveraged outside of Canada, as long as they represent work performed by the Respondent.
Question 3	Please confirm that a Respondent may use the service they provide to themselves as a reference, as per the recent HCCS ITQ, ETI ITQ and in keeping with several other bids of similar scale and scope.
Response 3	No. As per Article 4.5.7 of the ITQ document, the customer organization for each project reference must not be related to the Respondent.
Question 4	Could Canada please clarify 2.3.1 on page 9 of the WCS ITQ? What's the purpose of having two periods for questions? How would questions submitted in Period 1 vs. Period 2 be handled differently by SSC? The way it's written right now, it looks like May 1 <sup>st</sup> is the only relevant date, but that's certainly not SSC's intent.
Response 4	The purpose of having two question periods is to manage more effectively incoming questions. Questions submitted in Period 1 vs. Period 2 will not be handled differently by SSC. All enquiries must be received by May 1, 2014 to be guaranteed an answer. Enquiries received after May 1, 2014 may not be answered by SSC.
Question 5	There was a second version released today of the ITQ for WCS. There was no note on what changes occurred although the document name has April 15th as the date vs. April 11th. Could you please let me know what changes/revisions were made?
Response 5	The second version of the ITQ document that was posted on April 15, 2014 was not an amendment to the ITQ. No change to the original document was made other than Canada removing a "DRAFT" watermark that was still appearing in the document by error.



Question 6	With reference to Part 3.3 Review and Refine Requirements Phase (RRR), 3.3.2, a) and b), Page 11 of 37: Will Canada be coordinating access that will allow for remote participation of vendor resources not located in Ottawa? The use of secure Government of Canada voice or video conferencing will allow Canada better access to subject matter experts resulting in a better overall outcome for this requirement. This will also minimize vendor costs associated with resource time commitments and travel expense.
Response 6	No. Canada will not be coordinating access that will allow for remote participation of vendor resources not located in Ottawa.
Question 7	As per Section 2.3.1 "Enquiries and comments during the ITQ Period" the 2 <sup>nd</sup> Period ITQ enquiry responses won't be available until after May 1 <sup>st</sup> 2014 therefore we request a 3 week extension to the submission deadline so that if the requirements are modified that the Respondents have sufficient time to gather the appropriate references.
Response 7	No. Canada will not provide an extension at this time.
Question 8	Similar to the Hosted Contact Center and other recent ITQ processes, the level of effort and time required doing detailed assessments and validation of our references and our partners' references against the detailed experience requirements and to get acceptance and availability from the customer is significant. Would the GC please provide an extension of 3 weeks to the ITQ period in order to ensure that Respondents have sufficient time to gather all of the experience requirements for this solicitation?
Response 8	No. Canada will not provide an extension at this time.
Question 9	In Section 1.2.2 the GC states "SSC is considering replacing over 170,000 legacy telephone lines with a Contractor managed Workplace Communication Services" although during RFP Industry Day the GC stated in the Transformation Overview "User-Centric Approach to Planning/Execution" it was looking at Workplace Communication Services for 377,000 users. We suggest the GC increase the Desktop Communication Service scope to reflect the whole of the GC so as to ensure all GoC users can collaborate thereby meeting the Blueprint 2020, Workplace 2.0 and Digital 150 initiatives. By increasing the Desktop Communications volume expectations it will ensure that potential Respondents are partnering and assessing solutions at the ITQ stage that will scale to the appropriate volumes minimizing risk to GC and ensuring the right parties are included in the Refine Requirement stage of the RFP.
Response 9	The information provided in section 1.2.2 is for information purposes only and does not represent a commitment by Canada.



Question 10	<p>In Section 1.2.2 the GC states “SSC is considering replacing over 170,000 legacy telephone lines with a Contractor managed Workplace Communication Services”. We understand that the GC is pursuing other procurement vehicles for IP Telephony hence the limitation of 170,000 lines. That being said we do not recommend restricting the Desktop Communication Services and Desktop Communications Client scope to 170,000. The Blueprint 2020 vision for government calls for "a whole-of-government approach that enhances service delivery and value for money" and is enabled by "a modern workplace that makes smart use of new technologies to improve networking, access to data and customer service". Desktop Communications Services will significantly contribute to enabling this vision but only if this service is available across the whole of government. The most cost-effective and timely way to provide Desktop Communications across all of government is to provide a single service that can scale to all users. If this contract is tied to telephony and to 170,000 phone lines this is of limited value and it will be costly and inefficient to try to manage numerous different technologies and services across government to try to deliver a government-wide service. We recommend the GC increase the scope of the RFP for the Desktop Communications Services and Desktop Communications Client to 377,000 users.</p>
Response 10	<p>The information provided in section 1.2.2 is for information purposes only and does not represent a commitment by Canada.</p>
Question 11	<p>In Annex C.2: ITQ Reference Project Form Mandatory Experience Requirement #2 the GC states “Respondent must have provided Instant Messaging and Presence service for a minimum of 2,500 users in total”. We suggest that the GC increase the Instant Messaging and Presence service minimum user requirement to 50,000 as it will ensure that potential Respondents are partnering and assessing solutions at the ITQ stage that will scale to the appropriate volumes minimizing risk to GC and ensuring the right parties are included in the Refine Requirement stage of the RFP.</p>
Response 11	<p>No. Canada will not make the requested change.</p>
Question 12	<p>In Section 1.4 Overview of the Requirement the GC describes the Desktop Communications Service as a “Supplier-managed service hosted in supplier or Canada data centre’s, which is accessible using Desktop Communication Clients to provide:</p> <ol style="list-style-type: none"> <li>1. Desktop audio and video, which allow users to conduct voice and video calls over IP networks.</li> <li>2. Collaboration, which allow users to share on-line and edit documents in real-time”.</li> </ol> <p>In order to provide a Desktop Communication Client that delivers the GC vision of Collaboration as described Blueprint 2020, Workplace 2.0 and Digital 150 initiatives can the GC confirm that the requirement is not limited to Peer-to-Peer only but allows for both ad-hoc and scheduled multiparty services for:</p> <ul style="list-style-type: none"> <li>o Desktop audio and video, which allow users to conduct voice and video calls over IP networks.</li> <li>o Collaboration, which allow users to share on-line and edit documents in real-time.</li> </ul>
Response 12	<p>The information provided in item 1.4 is for information purposes only and does not represent a commitment by Canada.</p>
Question 13	<p>In the ITQ - Workplace Communication Services, Item 1.4 "Overview of the Requirement", is the Summary list of services provided within the first table, a complete list of ALL of the services that will be offered as part of WCS.</p>
Response 13	<p>The lists in Section 1.4 are for information purposes only and provide an overview of the Workplace Communication Services intended scope. Canada will refine the requirements during the RRR phase.</p>



Question 14	In the ITQ - Workplace Communication Services, Item 1.4 "Overview of the Requirement", the first table is a Summary list of services provided as part of WCS. Is SSC considering adding additional, complimentary services, in addition to the list provided, such as enhanced 911, overhead paging, or any other services?
Response 14	The lists in Section 1.4 are for information purposes only and provide an overview of the Workplace Communication Services intended scope. Canada will refine the requirements during the RRR phase.
Question 15	In order to increase the overall competitiveness of the Workplace Communication Services (WCS) project, we are respectfully requesting that the SSC act with consistency with previous SSC projects that contained a similar ITQ phase, the Email Transformation Initiative and Hosted Contact Center Services, and allow vendors to use their own organization, parent or affiliate as a qualified reference, providing that the reference(s) meet the requirements as stated in Annex C of the ITQ. Can the SSC confirm, in order to be consistent with past SSC projects, that Section 4.5.7 "The customer organization for each Project Reference must not be related to the Respondent (i.e., the customer organization must not be an affiliate and must deal at arm's length with the Respondent in order to be considered as a Project Reference)" will be deleted from the WCS ITQ.
Response 15	Every procurement is a separate transaction and there will not necessarily be consistency in the approach regarding evaluation or other issues that SSC considers to be specific to an individual project. While you have offered some examples, as another example, in the similar GCNet WAN ITQ, vendors were <u>not</u> able to use their own organization, parent or affiliate as a qualified reference. With respect to the WCS ITQ, the requirement will not be changed. Please refer to previously issued Response 3 (Amendment No. 1 to the ITQ).



<p>Question 16</p>	<p>To be consistent with recently released SSC projects that followed a similar process to WCS, including the Email Transformation Initiative and Hosted Contact Center Services, we are respectfully requesting that the SSC allow vendors to use client references from their parent or affiliate organizations. Canadian companies, who are part of a global organization with a parent or affiliate outside of Canada, constantly leverage global skills, experience and best practices for Federal Government projects, while still adhering to the Federal Government's security and privacy requirements. Therefore, can the SSC change Section 4.5.6 from:          "Canada will only consider the experience of the Respondent itself (not including any affiliate of the Respondent), subject to the following:          To          "Canada will consider the experience of the Respondent (including any parent or affiliate of the Respondent), subject to the following:          This change will bring consistency to the WCS procurement with past SSC procurements, while also allowing increased competition and the benefit to leverage the experience from global organizations that have implemented similarly complex implementations for WCS clients.  <b><u>Mandatory Experience Requirement #1</u></b>          Change requirement "d. a minimum of 3 Customer Sites were located in 3 different provinces; and";          To          "d. a minimum of 3 Customer Sites were located in 3 different provinces and/or states; and";  <b><u>Mandatory Experience Requirement #4</u></b>          Change "The Respondent must have provided to a Customer a centralized service desk and network operations center located in Canada to manage an IP Telephony service..."          To          "The Respondent must have provided to a Customer a centralized service desk and network operations center to manage an IP Telephony service..."; and  <b><u>Mandatory Experience Requirement #5</u></b>          Change "The Respondent must have provided to a Customer, customer-accessible service portals located in Canada for an IP Telephony service..."          To          Change "The Respondent must have provided to a Customer, customer-accessible service portals for an IP Telephony service..."</p>
<p>Response 16</p>	<p>Every procurement is a separate transaction and there will not necessarily be consistency in the approach regarding evaluation or other issues that SSC considers to be specific to an individual project. While you have offered some examples, as another example, in the similar GCNet WAN ITQ, all experience was required to be that of the Respondent itself (i.e., experience of an affiliate was not permitted to be used), subject to certain requirements for which subcontractor experience could be used. Please refer to previously issued Response 2 (Amendment No. 1 to the ITQ).</p>
<p>Question 17</p>	<p>In order to reach a broad range of potential bidders, would SSC please change requirement 5b) as follows:          b. provided bilingual (English and French) online user experience;</p>
<p>Response 17</p>	<p>No. Canada will not make the requested change.</p>



Question 18	<p>Our experience indicates that if a bidder is able to provide bilingual online menus, this demonstrates their capability to provide bilingual functionality. As such, we request the following change to requirement 5b):</p> <p>The Respondent must have provided to a Customer, customer-accessible service portals located in Canada for an IP Telephony service for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ where the service portal(s) met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. provided 7 day x 24 hour x 365 day on-line access using a web browser;</li> <li>b. provided bilingual (English and French) online menus;</li> <li>c. provided access to incident tickets and change requests;</li> <li>d. provided access to service reports and service level metrics;</li> <li>e. provided access to service orders; and</li> <li>f. provided access to service documentation including operations guides and procedures.</li> </ul>
Response 18	Canada will not make the requested change.
Question 19	<p>With reference to Annex C.1: ITQ Reference Project Form, Mandatory Experience Requirement #1, Page 25:</p> <p>Please change the required number of sites to 15. This will be sufficient to demonstrate the Respondent's ability to support 2500 users and provide the required service in a typical enterprise multi-site environment.</p>
Response 19	Canada accepts the request and hereby amends the ITQ to reflect this change at point 2.1 below.
Question 20	<p>With reference to Annex C.2: ITQ Reference Project Form, Mandatory Experience Requirement #2, Page 26:</p> <p>Please amend the description of the requirement to "The Respondent must have provided integration and ongoing support to the Instant Messaging and Presence service for a Customer ...". Most customers have an existing Instant Messaging and Presence platform implemented. The Respondent's role is most often to integrate the application to the communications platform and provide ongoing support, thus demonstrating their capabilities in Instant Messaging and Presence.</p>
Response 20	Canada will not make the requested change.
Question 21	<p>With reference to Annex C.2: ITQ Reference Project Form, Mandatory Experience Requirement #2, Page 26:</p> <p>Please amend the required length of time for the project to 12 continuous months. This is a reasonable length of time for the Respondent to demonstrate their experience with this technology.</p>
Response 21	Canada accepts the request and hereby amends the ITQ to reflect this change at point 2.2 below.
Question 22	<p>With reference to Annex C.2: ITQ Reference Project Form, Mandatory Experience Requirement #2, Page 26 and Annex C.3: ITQ Reference Project Form, Mandatory Experience Requirement #3, Page 27:</p> <p>Would Canada consider removing these requirements in their entirety? Instant Messaging, Presence and Desktop Video are typically provided as part of an overall IP Telephony managed service. As such, the capabilities of the respondent are supported by Mandatory Experience Requirement #1. Additionally, these requirements as currently stated in the ITQ are open to interpretation and best refined in the Review and Refine Requirements phase.</p>
Response 22	No. Canada will not make the requested change.





Question 23	With reference to Annex C.3: ITQ Reference Project Form, Mandatory Experience Requirement #3, Page 27: Please amend the required length of time for the project to 12 months. This is a reasonable length of time for the Respondent to demonstrate their experience with this technology.
Response 23	Canada accepts the request and hereby amends the ITQ to reflect this change at point 2.3 below.
Question 24	With reference to Annex C.3: ITQ Reference Project Form, Mandatory Experience Requirement #3, Page 27: Please amend the description of the requirement to "... Respondent must have provided integration and ongoing support to the Desktop Video service for a customer ..." Many enterprise customers have an existing video platform implemented. The Respondent's role is typically to integrate the desktop video application to the communications and existing video conferencing platforms and provide ongoing support, thus demonstrating their capabilities.
Response 24	Canada will not make the requested change.
Question 25	Would Canada grant an additional question period following the release of the responses to Question Period 2 and well in advance of the ITQ closing date of May 13, 2014. Suppliers will likely have additional questions once they receive the responses to Question Period 2.
Response 25	No. Canada will not grant an additional question period.
Question 26	With reference to Amendment No. 1, Question 6: During the GCNet WAN Services Review and Refine Requirements consultation, Shared Services Canada indicated that for future procurements they would consider coordinating access that will allow for remote participation of vendor resources not located in Ottawa. The use of secure Government of Canada voice or video conferencing will allow Canada better access to subject matter experts resulting in a better overall outcome for this requirement. The RRR phase of procurement, assuming similar to GCNet, will consist of numerous meetings over several weeks. Vendors will incur significant cost if they are required to bring resources in to attend all of these meetings in person. We note that, in the case of GCNet, many of these meetings were less than one hour in duration. Due to high costs, vendors may not be able to participate fully. As such, we would like to ask that the response to Question 6 be reconsidered.
Response 26	Canada accepts the request and reconsidered response to Question 6 on Amendment 1. Canada will consider remote access for selected meetings (depending on availability of facilities). Amendment No.1 to the ITQ is hereby amended at point 2.4 below.
Question 27	Being many companies in Canada do not require bilingual support will Canada please remove bilingual support from the references requirements pertaining to reference Annex C #4 and reference Annex C #5. Bilingual support will be a requirement for Canada in the SOW regardless.
Response 27	No. Canada will not make the requested change.
Question 28	If the answer to question #27 is a no. Will Canada remove bilingual support from the reference requirements of Annex C #4 and Annex C #5, and add another reference requirement Annex C # 6 in which a company can prove they have the ability to provide bilingual support?
Response 28	No. Canada will not make the requested change.





Question 29	On Page #6 for desktop communication service requirements, will the ability to go beyond point-to-point calls into multi party conferences be required? Will the ability for various types of Canada owned endpoints be required to join calls in the solution as well? For example: Will multiple types of different manufacturers room based video endpoints, phones, web conferencing clients all be required to join the same multi-party call on the hosted solution.
Response 29	The requirements for Workplace Communication Services will be discussed in detail during the Review and Refine Requirements phase.