

**ADDRESS RESPONSES TO:**

**ADRESSER LES RÉPONSES À:**

Irena Stevic (Contracting Authority |  
autorité contractante)  
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Ottawa, ON, K1P 0B6

<b>Title – Sujet</b> ITQ – Toll Free Network Service (TFNS) IASQ – Service de réseau sans frais (SRSF)	
<b>Solicitation No. – N° de l'invitation</b> 14-19241/A1	<b>Date</b> December 5, 2014
<b>Client Reference No. – N° référence du client :</b> RAS 14-19241/A1	
<b>GETS Reference No. – N° de référence de SEAG</b> NA	
<b>File No. – N° de dossier</b> NA	

**INVITATION TO QUALIFY  
INVITATION À SE QUALIFIER**

**Comments - Commentaires**

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

<b>Solicitation Closes – L'invitation prend fin</b> <b>on – le: December 19th, 2014</b>  <b>at – à: 2 :00 pm</b>	<b>Time Zone / Fuseau horaire</b> Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
<b>F.O.B. - F.A.B.</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> Irena Stevic	<b>Buyer Id – Id de l'acheteur</b> CAV
<b>Telephone No. – N° de téléphone :</b> (613) 793-1826	<b>Email – Courriel</b> irena.stevic@ssc-spc.gc.ca
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein Voir aux présentes	

**Issuing Office – Bureau de distribution**

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Ottawa, Ontario  
K1G 4A8

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

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

## PART 1 GENERAL INFORMATION

Shared Services Canada's ITQ No. 14-19241/A issued on August 5<sup>th</sup> 2014, was cancelled. This Invitation to Qualify No. 14-19241/A1 represents a new Invitation to Qualify for Toll Free Network Services.

It is the responsibility of each Respondent 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.

The 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 the ITQ;
- Part 3 **Procurement Process;** provides suppliers with 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 **Evaluation Procedures and Basis of Qualification:** indicates how the responses will be evaluated and the basis of qualification;

### 1.1 Introduction

- 1.1.1 This Invitation to Qualify (ITQ) is neither a Request for Proposal (RFP) nor a solicitation of bids or tenders and is intended only to pre-qualify suppliers. Together this ITQ and the subsequent Review and Refine Requirements Phase (RRR) and bid solicitation are the three parts of the solicitation process. No contract will result from this ITQ.
- 1.1.2 Given that this ITQ may be cancelled by Canada in part or in its entirety, it may not result in the subsequent procurement process described in this document. Because the ITQ is not a request for a proposal, suppliers who submit a response can choose not to bid on the subsequent bid solicitation.
- 1.1.3 Respondents who meet the mandatory requirements of the ITQ will qualify to proceed to the subsequent phase of the procurement process.
- 1.1.4 Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this requirement.

## 1.2 Overview of the Requirement

A key component of SSC's mandate is to provide a scalable, reliable cost effective Toll-Free Network Service (TFNS) (1-800) that meets the requirements of SSC.

The Toll-Free Network Service (TFNS) will be vendor hosted and will route calls originating from across Canada, the United States and other international locations to answering locations located throughout the provinces and territories of Canada.

TFNS requirements range from traditional toll-free services (single Toll-Free Number terminating at a single location), to more complex Toll-Free call routing configurations with Toll-Free Numbers terminating at multiple sites across Canada.

The contract period for any resulting contract is intended to be 10 years, with Canada retaining the option to extend up to an additional 2 years. This contract period includes the initial implementation and conversion period.

The contractor will be required to provide the features listed below which SSC intend to include in the Toll Free Network Services Contract.

Call Origination	The TFNS must accept Toll-Free calls originating from all phones (telephones, Group I, II and III facsimile machines, wireless and VoIP phones) that are connected to the PSTN in Canada, the United States and Internationally.
Call Termination	The TFNS must be able to terminate calls in all of Canada's provinces and territories.
Requirement and Features	<p>The TFNS must have at a minimum the following;</p> <ul style="list-style-type: none"> <li>• 5,000,000 peak monthly toll-free calls</li> <li>• 25,000 active toll-free numbers</li> <li>• Service availability of 99.999%</li> <li>• Area Code Routing</li> <li>• Country Code Routing</li> <li>• Exchange Code Routing</li> <li>• United States of America State Codes</li> <li>• Serving Areas</li> <li>• Number of Distinct Serving Areas</li> <li>• Serving Area Routing (including with Day-of-Week/Time-of-Day Routing)</li> <li>• Call Allocation</li> <li>• Call Overflow Routing</li> <li>• Terminating Destinations-Day of Week/Time of Day Routing</li> <li>• Predefined Emergency Network Routing Plans</li> <li>• Database Routing</li> <li>• Call Prompter</li> <li>• En-Route Announcement</li> <li>• Courtesy Response</li> <li>• Dialed Number Identification (DNIS)</li> <li>• Calling Line Identification (CLID)</li> <li>• International Call Indicator</li> <li>• Multiple Toll-Free Numbers Termination</li> <li>• Toll-free Number Portability</li> </ul>
TFNS Interoperability	The Contractor must ensure interoperability between its network and those of other toll-free service provider, with the PSTN. The TFNS must also operate in conjunction with switched data networks including ISDN PRI facilities, VoIP and SIP based trunk services. Also the Contractor must make available, to other toll-free service contractors with whom it interfaces, the complete information and specifications necessary to permit the exchange of data and control information required to assure interoperability.
Reporting	The Contractor must provide monthly reports by service component, which at minimum, summarises the account information for the period as follows:

	<ul style="list-style-type: none"> <li>• Availability reports are intended to include:             <ol style="list-style-type: none"> <li>a. Report period;</li> <li>b. For each of the service components (TFNS, TFNS Portal) list the outage that occurred by:                 <ol style="list-style-type: none"> <li>i. ticket number;</li> <li>ii. outage start date/time;</li> <li>iii. service restoration date/time; and,</li> <li>iv. duration of the outage in minutes;</li> <li>v. The total duration of outages by service component;</li> </ol> </li> <li>c. The calculated service availability by service component; and,</li> <li>d. If the availability target was not met, what remedial actions the Contractor commits to performing to ensure that the service components meet the required availability.</li> </ol> </li> <li>• Incident reports are intended to include:             <ol style="list-style-type: none"> <li>a. Report period;</li> <li>b. The SSC assigned 4 digit SSC partner identification code;</li> <li>c. Ticket number;                 <ol style="list-style-type: none"> <li>(i) The date and time the incident was reported to the Contractor;</li> <li>(ii) The name of the person who reported the incident;</li> <li>(iii) Description of the incident;</li> <li>(iv) Service effect of the incident – toll-free numbers affected, functionality affected;</li> <li>(v) Root cause of the incident; and,</li> <li>(vi) Corrective action taken including escalation if applicable.</li> </ol> </li> </ol> </li> </ul>
Service Portal	<p>Must provide a web-based access site and exchange point for the exchange of all TFNS information. It is intended that this service portal will include:</p> <ul style="list-style-type: none"> <li>• Receipt and submission of quotations;</li> <li>• Reporting;</li> <li>• Procurement and bill payment;</li> <li>• Toll-free service order requests;</li> <li>• Price lists and tables;</li> <li>• Change, and Incident Management notifications;</li> <li>• TFNS Call Detail, Service Management and Historical reports;</li> <li>• TFNS invoices;</li> <li>• Acceptance Plan test results;</li> <li>• Site Migration Schedules; and,</li> <li>• Service documentation, contacts, and escalation procedures.</li> </ul>
Interconnectivity	<p>Canada is considering inserting in this requirement an obligation to interconnect the TFNS to complementing services such as contact centers, conferencing services and possibly other services. This will be a topic of discussion during the RRR phase.</p>

### 1.3 Security Clearance Requirement

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

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

1.3.3 For more information on personnel and organization security screening please visit PWGSC's Industrial Security Program (ISP) web site. Respondents can also contact CISC by telephone at 1-866-368-4646, or (613) 948-4176 in the National Capital Region.

1.3.4 Canada reserves the right to revise the security requirements following the ITQ Phase. Canada will provide the final contract security clauses at a subsequent phase of this procurement process.

### 1.3.5 Conflict of interest

a) Respondents are advised to refer to Conflict of Interest provisions at Article 18 of SACC 2003, Standard Instructions – Goods and Services – Competitive Requirements (dated 2014-09-25) and to Conflict of Interested provisions SACC 2035, General Conditions – Higher Complexity – Services (dated 2014-09-25), available at the PWGSC website:

<http://sacc.pwgsc.gc.ca/sacc/index.e.jsp>

b) Without limiting in any way the provisions described in a) above, Respondents are advised that Canada has engaged the assistance of the following private sector contractor and resource, who has provided services, including the preparation of the SOW and/or who have had or may have had access to information related to this ITQ.

Contractor:

Ibiska

Resource (last name, first name):

Lalonde, Hubert

## 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 (2014-09-25) 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) Subsection 5(4), which discusses a validity period, does not apply, given that this ITQ invites suppliers simply to qualify.
  - e) Section 3 of the Standard Instructions – Goods and Services – Competitive Requirements 2003 is amended as follows: delete "Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16"
  - f) Subsections 4 and 5 of section 1 are deleted.
  - g) Section 6 and 7 of the Standard Instructions – Goods and Services – Competitive Requirements 2003 are deleted.
  - h) Section 10 of the 2003 Standard Instructions – Goods and Services – Competitive Requirements is amended by:
    - A. Changing the title to read "Legal Capacity and Ownership and Control Information",
    - B. Numbering the first paragraph is number as 1; and
    - C. Adding the following paragraphs to the section:
      2. The Respondent must provide, if requested by the Contracting Authority, the following information as well as any other requested information related to the ownership and control of the Respondent, its owners, its management and any related corporations and partnerships:
        - i. An organization chart for the Respondent showing all related corporations and partnerships;
        - ii. A list of all the Respondent's shareholders and/or partners, as applicable; if the Respondent is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner; and
        - iii. A list of all the Respondent's directors and officers, together with each individual's home address, date of birth, birthplace and citizenship(s); if the Respondent is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner.
- In the case of a joint venture Respondent, this information must be provided for each member of the joint venture. The Contracting Authority may also require that this information be provided in respect of any subcontractors specified in a response.
3. For the purposes of this section, a corporation or partnership will be considered related to another party if:

- i. they are “related persons” or “affiliated persons” according to the Canada *Income Tax Act*;
      - ii. the entities have now or in the two years before the closing date had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
      - iii. the entities otherwise do not deal with one another at arm’s length, or each of them does not deal at arm’s length with the same third party.
    - i) Section 12 of the 2003, Standard Instructions – Goods and Services – Competitive Requirements is amended by adding the following the subsection 4:
      4. Canada also reserves the right to reject a bid where Canada is of the opinion that awarding the Contract to the Bidder could be injurious to the national interest or to national security.
    - j) For the purposes of this ITQ, the PWGSC policies specifically referenced within the Standard Instructions that have been incorporated by reference into this ITQ are adopted as SSC policies.
- 2.1.4 If there is a conflict between the provisions of 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to SSC.

## **2.2 Submission of Responses**

- 2.2.1 Responses must be addressed to the Contracting Authority and the location indicated on page 1 of the ITQ. A cancellation date stamp, a courier bill of lading or a date stamped label from a Delivery Company must indicate that the Response was received on or before the closing date and time. Delivery Company means an incorporated courier company, Canada Post Corporation, or a national equivalent of a foreign country. The Contracting Authority will have the right to ask for information from the Respondent or the Delivery Company to verify that the Response was received by the Delivery Company on or before the closing date and time. If Canada does not receive the required information within the time provided by the Contracting Authority, Canada will declare the bid non-compliant.
- 2.2.2 Postage meter imprints, whether imprinted by the Respondent or the Delivery Company are not acceptable as proof of timely mailing.
- 2.2.3 Due to the nature of the ITQ, responses delivered by hand by the Respondent or transmitted by facsimile or e-mail to Shared Services Canada will not be accepted.
- 2.2.4 Suppliers are requested to send an e-mail notification to irena.stevic@ssc-spc.gc.ca prior to the closing date indicating their intention to submit a response.

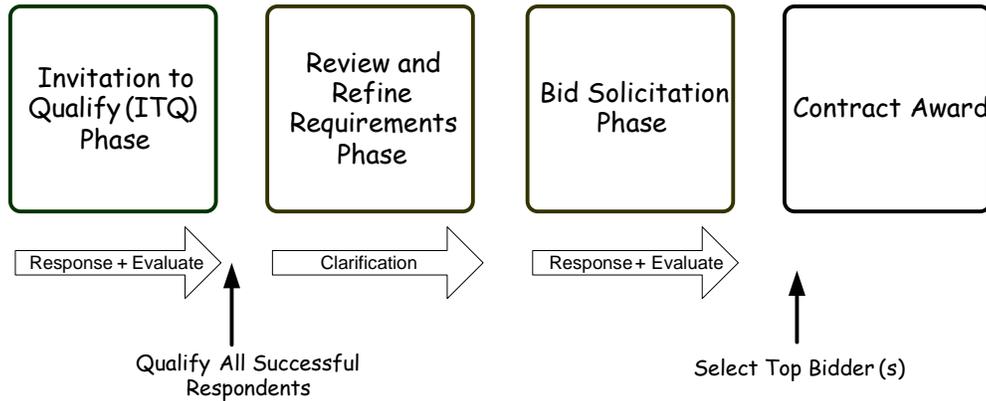
## **2.3 Enquiries and Comments**

- 2.3.1 All enquiries and comments regarding the ITQ must be submitted in writing to the Contracting Authority no later than 5 calendar days before the ITQ closing date. Enquiries received after that time may not be answered.
- 2.3.2 Respondents should reference as accurately as possible the section and numbered item of the solicitation process to which the enquiry relates. Care should be taken by respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer.
- 2.3.3 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.

## PART 3 PROCUREMENT PROCESS

### 3.1 Overview

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



**Figure -1 TFNS Procurement Process**

**Table 1: Summary of TFNS Solicitation Process Phases**

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

### **3.2 Invitation to Qualify Phase**

- 3.2.1 The purpose of the Invitation to Qualify is to qualify Respondents who have experience in delivering toll free network services. Please refer to the detailed evaluation criteria found in Annex A.
- 3.2.2 Respondents who meet all of the mandatory criteria and requirements will be notified that they are Qualified Respondents and will proceed to the Review and Refine Requirements Phase, described below.
- 3.2.3 Once the Qualified Respondents have been selected and have been notified that they have qualified for the next phase of the procurement process, Canada intends to proceed with the Review and Refine Requirements Phase. Qualified Respondents may withdraw from the process at any time by providing written notification to the Contracting Authority.

### **3.3 Review and Refine Requirements Phase**

- 3.3.1 Canada will start the Review and Refine Requirements (RRR) Phase by providing the Qualified Respondents with the detailed process that will be followed for this phase.
- 3.3.2 During the RRR Phase, Canada will provide Qualified Respondents with a draft Statement of Work (SOW) and interact with Qualified Respondents to seek feedback on and clarify Canada's requirements to refine the SOW further. These interactions could include:
  - a) one-on-one sessions; and/or
  - b) presentation sessions; and/or
  - c) written questions and answers.
- 3.3.3 Canada will consider the feedback provided by Qualified Respondents when finalizing the SOW and its solicitation requirements for use in the Bid Solicitation Phase.
- 3.3.4 Once the RRR interactions are complete, Canada will distribute the resulting SOW among the Qualified Respondents and will request that Respondents provide their supply chain security information that will be used to provide TFNS to ensure certain security and supply chain standards are met.
- 3.3.5 More information about this process will be provided to the Qualified Respondents during the RRR Phase.
- 3.3.6 Respondents will be informed whether they continue to be Qualified Respondents and will proceed to the Bid Solicitation Phase described below.

### **3.4 Bid Solicitation Phase**

In the Bid Solicitation Phase, Canada intends to issue a Request for Proposal to the Qualified Respondents from the RRR Phase who remain Qualified Respondents following the supply chain integrity process.

### **3.5 Contract Award**

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

## PART 4 RESPONSE PREPARATION INSTRUCTIONS

### 4.1 Response Preparation Instructions

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

- a) Qualification Response (2 hard copies, and 2 soft copies on USB or CD); and
- b) The soft copies must be in a format that is compatible with either Microsoft (.docx) format (e.g., readable with Microsoft Office Suite 2007 or 2010), or Portable Document Format ISO/32000-1 (e.g., readable and searchable with Adobe Acrobat.).
- c) 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.
- d) Pricing is not a requirement and should not be included in the response.

4.1.2 **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.

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

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

### 4.1.4 Language for Future Communications

Respondents are requested to identify, in the Submission Form, which of Canada's two official languages will be used for future communications with Canada regarding this ITQ and all subsequent phases of the solicitation process.

### 4.1.5 Applicable Laws

Any resulting contract(s) which may result from the subsequent bid solicitation will be interpreted and governed and the relations between the parties determined, by the laws in force in Ontario.

A respondent may, at its discretion, substitute the above stated applicable laws to a Canadian province or territory of their choice without affecting the validity of its response, by indicating the name of the Canadian province or territory of its choice in the Submission Form. If no change is made, the Respondent acknowledges that the applicable laws specified above are acceptable to the Respondent.

#### 4.1.6 **Submission of Only One Response from a Responding Group:**

- a) The submission of more than one response from members of the same responding group is not permitted in response to this ITQ. If members of a responding group participate in more than one response, Canada will provide the members of the responding group with 2 working days to identify one response to be considered in this ITQ. Failure to meet this deadline will result in all responses being declared non-responsive and disqualified.
- b) For the purposes of this article, "**responding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this ITQ if:
  - i) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - ii) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
  - iii) 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
  - iv) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

#### 4.2 **Section I: Qualification Response**

A complete qualification response consists of the following:

- a) **Submission Form (Requested at ITQ Closing):** Respondents are requested to include the Submission Form with their responses. It provides a common form in which Respondents can provide information required for evaluation, such as a contact name, the Respondent's Procurement Business Number, the language for future communications etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so.
- (b) **Mandatory Technical Evaluation Criteria:** The Qualification Response must demonstrate the compliance of the respondent with the specific requirements in Annex A. The Annex A is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Respondent has met the requirement. Simply stating that the Respondent is compliant is not sufficient. Where Canada determines that the description is not complete, the Respondent will be declared non-responsive and disqualified. The description could refer to additional documentation submitted with the Response.
- (c) **Customer Reference Contact Information:** For each customer reference, the Respondent is requested to provide the name, title, e-mail for the contact person and the name of company. If Canada determines that the information provided in the response is incomplete, the Contracting Authority will provide an opportunity to the Respondent to submit the incomplete information during the evaluation period. If the Respondent does not submit this information within the period set by the Contracting Authority, its response will be declared non-responsive.

It is the sole responsibility of the Respondent to ensure that it provides a contact who is knowledgeable about the services the Respondent has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

Whether or not to conduct reference checks is discretionary. If SSC chooses to conduct reference checks, SSC will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to the contact supplied by the Respondent using the e-mail address provided in the response. A respondent will not meet the mandatory experience requirement unless the response is received from the customer reference within 5 working days of the date that Canada's e-mail was sent.

The customer reference will be asked to confirm that they have obtained the services which the Respondent has described within its response.

On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Respondent by e-mail, to allow the Respondent to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Respondent is unavailable when required during the evaluation period, the Respondent may provide the name and e-mail address of an alternate contact person from the same customer. Respondents will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Respondent will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The Respondent will have 24 hours to submit the name of the new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.

Wherever information provided by a reference differs from the information supplied by the Respondent, the information supplied by the reference will be the information evaluated.

The respondent will not meet the mandatory experience requirement if (1) the customer reference states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the respondent itself (for example, the customer cannot be the customer of an affiliate of the Respondent instead of being a customer of the Respondent itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Respondent.

## **PART 5 EVALUATION PROCEDURES AND BASIS OF QUALIFICATION**

### **5.1 Evaluation Procedures**

- 5.1.1 Responses will be assessed in accordance with the entire requirement of the ITQ including the evaluation criteria.
- 5.1.2 An evaluation team composed of representatives of Canada will evaluate the responses. Canada may hire any independent consultant, or use any Government resources, to evaluate any response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- 5.1.3 In addition to any other time periods established in the ITQ:
- a) **Requests for Clarifications:** If Canada seeks clarification or verification from the Respondent about its response, 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.

### **5.2 Mandatory Evaluation Criteria**

- 5.2.1 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.
- 5.2.2 Claims in a response that a future upgrade or release of any of product included in the response will meet the mandatory requirements of the ITQ, where the upgrade or release is not available at the ITQ closing date, will not be considered.

### **5.3 Basis of Qualification**

- 5.3.1 A response must comply with the requirements of the ITQ and meet all mandatory evaluation criteria to be declared responsive. A Respondent whose response has been declared responsive is a Qualified Respondent for the next stage of the solicitation process. However, Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the solicitation process.
- 5.3.2 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.

### **5.4 ITQ Phase Second Qualification Round**

- 5.4.1 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.
- 5.4.2 If SSC determines that unsuccessful Respondents will be given a second opportunity to qualify, SSC will provide written debriefs to all unsuccessful Respondents at the same time.
- 5.4.3 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.

**Annex A**

**INVITATION TO QUALIFY –  
Mandatory Evaluation Criteria  
See attached document.**

**Annex B**

**INVITATION TO QUALIFY –  
Security Requirements Check List (SRCL)  
See attached document.**

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

# ANNEX A: MANDATORY EVALUATION CRITERIA

<b>CRITERIA # 1</b>	
<p>1.1 The Respondent must describe a toll-free service that it provided to a customer, which included:</p> <ul style="list-style-type: none"> <li>- One nationally advertised toll-free number (TFN);</li> <li>- Has all Canada coverage that terminated in at least two Canadian cities; and</li> <li>- Used five or more of the TFNS feature requirements as described in the “Overview of the Requirements” section 1.2 of the ITQ document.</li> </ul> <p>It is requested that the Respondent use a maximum of 1000 words to describe the toll-free service. The Respondent is requested to provide a customer reference.</p>	<p>Description of the toll-free service:</p>  <p>Customer Reference:            Company Name:            Individual contact Name:            Title:            Email:</p>
<p>1.2. The Respondent must confirm they have provided a toll-free service for a period of twenty-four continuous months in the last five years leading up to this ITQ posting date to a customer. The Respondent is requested to provide a customer reference.</p>	<p>Confirmation:</p> <p>Start date of service:            End date of service:</p> <p>Customer Reference:            Company Name:            Individual contact Name:            Title:            Email:</p>
<p>1.3. The Respondent must identify two toll-free numbers (TFN), that it provided and the three corresponding terminating numbers (TN) for each TFN, which terminated in each of the following three (3) geographic locations: Yukon, Northwest Territories and Nunavut.</p>	<p>First TFN:</p> <ul style="list-style-type: none"> <li>• Yukon TN:</li> <li>• NWT TN:</li> <li>• Nunavut TN:</li> </ul> <p>Second TFN:</p> <ul style="list-style-type: none"> <li>• Yukon TN:</li> <li>• NWT TN:</li> <li>• Nunavut TN:</li> </ul>
<p>1.4. The Respondent must identify two toll-free numbers (TFN) which it provided. Each TFN must have terminated in all of the ten Canadian provinces. The Respondent must provide both the toll free numbers and the terminating numbers.</p>	<p>First TFN:</p> <ul style="list-style-type: none"> <li>• Newfoundland TN:</li> <li>• PEI TN:</li> <li>• Nova Scotia TN:</li> <li>• New Brunswick TN:</li> <li>• Quebec TN:</li> <li>• Ontario TN:</li> <li>• Manitoba TN:</li> <li>• Saskatchewan:</li> <li>• Alberta TN:</li> <li>• British Columbia TN:</li> </ul>

	<p>Second TFN:</p> <ul style="list-style-type: none"> <li>• Newfoundland TN:</li> <li>• PEI TN:</li> <li>• Nova Scotia TN:</li> <li>• New Brunswick TN:</li> <li>• Quebec TN:</li> <li>• Ontario TN:</li> <li>• Manitoba TN:</li> <li>• Saskatchewan:</li> <li>• Alberta TN:</li> <li>• British Columbia TN:</li> </ul>
<p>1.5. The Respondent must confirm that it has processed peak monthly toll-free call volumes of 5,000,000 or more calls for a customer. The Respondent is requested to provide a customer reference.</p>	<p>Confirmation:</p> <p>Customer Reference:</p> <p>Company Name:</p> <p>Individual contact Name:</p> <p>Title:</p> <p>Email:</p>

**CRITERIA # 2**

<p>2.1 The Respondent must confirm having provided a web service portal for telecommunications services for a customer within the last five years leading up to the ITQ posting date that included the following features.</p> <ol style="list-style-type: none"> <li>1. 7 day X 24 hour throughout the year secure web browser on-line access.</li> <li>2. Bilingual (English and French) online help and online menus.</li> <li>3. Incident and change management tracking.</li> <li>4. Call Detail statistical reporting.</li> <li>5. Service management reporting on service level metrics.</li> <li>6. Service ordering and tracking capability.</li> </ol> <p>The Respondent is requested to provide a customer reference.</p>	<p>Confirmation that Respondent provided a web service portal for telecommunication services that included the features listed in 2.1.</p> <p>Feature 1:</p> <p>Feature 2:</p> <p>Feature 3:</p> <p>Feature 4:</p> <p>Feature 5:</p> <p>Feature 6:</p> <p>Confirmation that web service portal was provided to customer within the last five years leading up to ITQ posting date:</p> <p>Customer Reference: Company Name: Individual contact Name: Title: Email:</p>
<p>2.2 The Respondent must confirm that they provided service documentation including user guides, and service procedures for the web service portal described in 2.1 above.</p> <p>The Respondent is requested to provide a customer reference.</p>	<p>Confirmation:</p> <p>Customer Reference: Company Name: Individual contact Name: Title: Email:</p>

<b>CRITERIA # 3</b>	
<p>3.1. The Respondent must describe a toll-free service it provided to a customer that included hybrid VoIP trunking and PSTN national toll-free service delivery.</p> <p>The Respondent is requested to identify a customer reference.</p>	<p>Description of toll-free service provided to customer:</p> <p>Customer Reference  Contact information;  Company Name:  Individual contact Name:  Title:  Email:</p>
<p>3.2. The Respondent must describe an international toll-free call acceptance, it provided to a customer, from at least 3 of the following International regions for a period of 12 continuous months in the last 10 years leading up to this ITQ posting date:</p> <ul style="list-style-type: none"> <li>a. United States of America;</li> <li>b. South America, Caribbean and Central America;</li> <li>c. Europe;</li> <li>d. Africa;</li> <li>e. Oceania (Australia/New Zealand, Melanesia, Micronesia, Polynesia); and</li> <li>f. Asia</li> </ul> <p>The Respondent must list the three regions.</p>	<p>Description of international toll-free call acceptance provide to customer:</p> <p>Identify region 1:  Start date of service:  End date of service:</p> <p>Identify region 2:  Start date of service:  End date of service:</p> <p>Identify region 3:  Start date of service:  End date of service:</p>
<p>3.3 The Respondent must confirm having a minimum of 25,000 active toll-free numbers in its routing database. The 25,000 active toll-free numbers do not need to have been provided solely to one customer. The Respondent must demonstrate the minimum 25,000 active toll-free number by identifying the customer and their associated number of active toll-free numbers.</p>	<p>Confirmation of a minimum of 25,000 active toll-free numbers in its routing database:</p> <p>Customer 1:  Number of lines:</p> <p>Customer 2:  Number of lines:</p> <p>Customer 3:  Number of lines:</p> <p>(insert additional lines as needed)</p> <p>The grand total for the lines are to equal at least 25,000.</p>
<p>3.4. The Respondent must provide a copy of a customer's service management report that demonstrates a 99.999% monthly availability for a telecommunications service. Any sensitive information could be removed from the report.</p>	

<p>3.5. The Respondent must provide a customer service report that tracked both year-to-date monthly telecommunications expenditures, and traffic usage measureable. Any sensitive information could be removed from the report.</p>	
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RECEIVED

JUL 04 2014



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat

14-19241-0

Security Classification / Classification de sécurité  
Unclassified

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction	
Shared Services Canada	TSSD	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Provide a Toll Free Network Service (1-800), that the Contractor will host from their premises, where contacts from citizens and employees will be routed through the Toll Free Network to Government of Canada locations anywhere in Canada.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

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Unclassified

Canada



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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

If Yes, indicate the level of sensitivity.  
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

**PART B: PERSONNEL (SUPPLIER) / PARTIE B: PERSONNEL (FOURNISSEUR)**

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

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

Special comments:  
Commentaires spéciaux :

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

**PRODUCTION**

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

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

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

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



Contract Number / Numéro du contrat 14-16241-0
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**PART C (continued) / PARTIE C (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET	
							NATO CONFIDENTIAL	NATO SECRET	A		B	C					
Information / Assets / Renseignements / Biens / Production																	
IT Media / Support IT / IT Linc / 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).