



SHARED SERVICES CANADA

Invitation to Qualify

for the Procurement Process for

Audio & Web Conferencing

(AWC) Services

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Time Zone	Eastern Standard Time (EST)	
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SHARED SERVICES CANADA

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1. General Information

1.1 Introduction

- a) **Phase 1 of Procurement Process:** This Invitation to Qualify (ITQ) is the first phase of a procurement process by Shared Services Canada (SSC) for Audio & Web Conferencing (AWC) Services (the “**Project**”). Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become “**Qualified Respondents**” for any later phases of the procurement process. Only Qualified Respondents will be permitted to bid on any subsequent solicitation issued as part of the procurement process.
- b) **Further Evaluation of Qualified Respondents:** Even though certain suppliers may be pre-qualified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.
- c) **ITQ is not a Bid Solicitation:** This ITQ process is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any of the preliminary requirements included as part of the Project at any time during the ITQ phase or any other phase of the procurement process. Given that the ITQ process may be partially or completely cancelled by Canada, it may not result in any of the subsequent procurement processes described in this document. Respondents and Qualified Respondents may withdraw from the procurement process at any time. Therefore, suppliers who submit a response can choose not to bid on any subsequent solicitation.

1.2 Overview of the Project

- a) **Overview of the Project:** The Project scope will include (Note: capitalized terms used here are defined in Section 4):
 - i) an Audio Conference Service, which is a managed service dedicated to Canada, provided by the Respondent and hosted at Respondent data centres in Canada that allows Participants to establish and participate in:
 - (A) Audio Conferences (operator assisted and reservation-less) using communication protocols specified by Canada (e.g. Analogue, ISDN, VoIP SIP, SRTP, TLS, etc.) and network connections (e.g. PSTN, Public Internet, IP networks, etc.) specified by Canada; and
 - ii) a Web Conference Service, which is a managed service dedicated to Canada, provided by the Respondent and hosted either in Respondent data centres in Canada or at Canada data centres that allows Participants to establish and participate in:

- (A) Web Conferences using communication protocols specified by Canada (e.g. ISDN, IP, TLS, etc.) and network connections (e.g. PSTN, Public Internet, IP networks, etc.) specified by Canada; and
- (B) Web Conferences integrated with Canada Videoconferencing that use communication protocols (e.g. ISDN, Video over IP / VoIP SIP, TLS, SRTP, etc.) and network connections (e.g. PSTN, Public Internet, IP networks) specified by Canada.

1.3 Scope of Anticipated Procurement:

- a) **Potential Client Users:** This ITQ is being issued by SSC. It is intended that the Contract resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients. SSC's clients include SSC itself, those government institutions for which SSC's services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for whom SSC's services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. This process will not preclude SSC from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.
- b) **Number of Contracts:** SSC is currently contemplating the award of 1 contract.
- c) **Contract Period:** SSC is currently contemplating a contract period of 5 years, plus 2 option periods of 1 year each.
- d) **National Security Exception:** Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this procurement.

1.4 Conflict of Interest or Unfair Advantage

As set out in SSC's Standard Instructions, a response can be rejected due to an actual or apparent conflict of interest or unfair advantage.

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) TEKsystems Inc.;
- b) Coradix Technology Consulting ; and
- c) Price Waterhouse Cooper .

1.5 Overview of Anticipated Procurement Process

This ITQ is the first phase in the procurement process for the Project. Although the procurement process remains subject to change (and even to cancellation, in accordance with SSC's Standard Instructions), Canada currently anticipates that the procurement process will be conducted in the following phases:

- a) **ITQ Phase:** This ITQ will be used to qualify Respondents to participate in any subsequent phases of the procurement process.
- b) **Review and Refine Requirements (RRR) Phase:** The RRR process with the Qualified Respondents will follow the ITQ phase. The objective of the RRR phase is to obtain

feedback from Qualified Respondents on Canada's preliminary requirements for the Project. It is intended to be a collaborative process and may involve interactions such as workshops, one-on-one sessions, and written questions and answers. Canada will consider the feedback provided by Qualified Respondents when refining the requirements and preparing its procurement documents for the Project. Further details regarding the RRR phase will be provided to those Respondents who qualify as a result of this ITQ phase.

- c) **Request for Proposals (RFP) Phase:** Canada anticipates releasing an RFP to those Qualified Respondents who remain qualified at the time the RFP is released.
- d) **SCSI Assessment:** Qualified Respondents who choose to bid on any resulting solicitation will be required to submit "Supply Chain Security Information" (SCSI) for assessment by Canada in relation to supply chain integrity. Further details regarding the SCSI Assessment will be provided to Qualified Respondents at a later stage.

1.6 Standard Instructions, Clauses and Conditions

- a) SSC's Standard Instructions for Procurement Documents No. 1.0 ("**SSC's Standard Instructions**") are incorporated by reference into and form part of the ITQ as though they were expressly set out here in full. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails. SSC's Standard Instructions are attached in Appendix 1.
- b) If there is a conflict between the provisions of this document and any documents that are incorporated into it by reference as set out above, this document prevails.
- c) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ.

1.7 Questions and Comments

Questions and comments about this ITQ can be submitted in accordance with the Section of SSC's Standard Instructions entitled "Communications" up until the deadline specified in those Standard Instructions (i.e., 10 calendar days before the closing date).

1.8 Submission of Only One Response

- a) A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a joint venture.
- b) Each Respondent (including related entities) will be permitted to qualify only once. If a Respondent or any related entities participate in more than one response (participating means being part of the Respondent, not being a subcontractor), Canada will provide those Respondents with 2 working days to identify the single response to be considered by Canada. Failure to meet this deadline may result in all the affected responses being disqualified or in Canada choosing, in its discretion, which of the responses to evaluate.
- c) 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 an individual, corporation, partnership, etc.) an entity will be considered to be "related" to a Respondent if:
 - i) they are the same legal entity as the Respondent (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - ii) the entity and the Respondent are "related persons" or "affiliated persons" according to the Canada *Income Tax Act*;

- iii) the entity and the Respondent 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 entity and the Respondent 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.
- d) A Respondent may act as a subcontractor to another Respondent. However, subcontractors may not be permitted to participate in the Review and Refine Requirements phase with the Qualified Respondent for whom they will be doing subcontracting work.
- e) Any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.

Example 1: Supplier A does not itself have all the experience required by the ITQ. However, Supplier B has the experience that Supplier A lacks. If Supplier A and Supplier B decide to team up to submit a response together as a joint venture, both entities are together considered the Respondent. Neither Supplier A nor Supplier B can team up with another supplier to submit a separate response, because each is already part of a Respondent.

Example 2: Supplier X is a Respondent. Supplier X's subsidiary, Supplier Y, decides to team up with Supplier Z to submit a response as a joint venture. Suppliers Y and Z, as well as Supplier X, will all be asked to determine which one of the two responses will be considered by Canada. Both responses cannot be submitted, because Supplier Y is related to Supplier X as an affiliate.

- f) By submitting a response, the Respondent is certifying that it does not consider itself to be related to any other Respondent.

1.9 Security Clearance Requirement

- a) A preliminary version of the Security Requirements Checklist (SRCL) has been included as Annex B to this ITQ. These requirements are subject to change and are provided for information purposes. However, any supplier that does not have the security clearances described in the preliminary SRCL may wish to initiate the process to ensure it meets the requirements. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

2. Preparing and Submitting a Response

2.1 General Instructions

SSC's Standard Instructions include instructions with respect to responses, which apply in addition to those described in this document.

2.2 Language for Future Communications

Each Respondent is requested to identify, in its Response Submission Form, which of Canada's two official languages it chooses to use for future communications with Canada regarding this ITQ and any subsequent phases of the procurement process.

2.3 Content of Response

A complete response to this ITQ consists of all of the following:

- a) **Response Submission Form (Requested at ITQ Closing):** Respondents are requested to include the Response 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 with Canada about this procurement process, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the Response Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to provide the additional information or make the correction. Providing the information when requested during the evaluation period is mandatory.
- b) **Specific Responses to the ITQ Mandatory Experience Requirements (refer to section 5) (Mandatory at ITQ Closing):** The response must include all the information required by Annex A.
- c) **Certifications (Requested at ITQ Closing):**
 - i) By submitting a response, the Respondent is automatically providing the certifications identified below as required. The content of each certification is set out in SSC's Standard Instructions in the section entitled "**Deemed Certifications from Each Bidder**":

Equipment and Software is "Off-the-Shelf"	Not required
System is "Off-the-Shelf"	Not required

- ii) If the table below indicates that a certification is required, the Respondent is required to provide the following certifications described in SSC's Standard Instructions. Although all these certifications are requested at ITQ closing, if Canada determines that any certification is missing, incomplete or requires correction, Canada will provide the Respondent with an opportunity to provide the required information. Providing the certification when requested during the evaluation period is mandatory.

Federal Contractors Program for Employment Equity Certification	Required – please provide the information in the Response Submission Form
Former Public Servants Certification	Required – please provide the information in the Response Submission

Respondents should note that certain certifications that are not required at the ITQ stage may be required at a later stage of the procurement process.

2.4 Electronic Submission of Response

- a) **Email Submission of Response:** Subject to Subsection (j), Respondents must submit their responses by email in accordance with this Section by the date and time of closing to the email address identified on the cover page of this document as the “Email Address for Response Submission”.
- b) **Format of Email Attachments:** The approved formats for email attachments are any combination of:
 - i) PDF attachments; and
 - ii) documents that can be opened with either Microsoft Word or Microsoft Excel.

Respondents that submit attachments in other formats do so at their own risk.
- c) **Email Size:** Respondents should ensure that they submit their response in multiple emails if any single email, including attachments, will exceed 15 MB. Except as expressly provided below, only emails that are received at the Email Address for Response Submission by the closing date and time will be considered part of the response.
- d) **Email Title:** Respondents are requested to include the ITQ No. identified on the cover page of this document in the “subject” line of each email forming part of the response.
- e) **Time of Receipt:** All emails received at the Email Address for Response Submission showing a “received” time before the response closing date and time will be considered timely. In the case of a dispute regarding the time at which an email arrived at SSC, the time at which the response is received by SSC will be determined:
 - i) by the delivery time stamp received by the Respondent if the Respondent has turned on Delivery Status Notification for the sent email in accordance with RFC 1891 established by the Internet Engineering Steering Group (SMTP Service Extension for Delivery Status Notification); or
 - ii) in accordance with the date and time stamp on the SMTP headers showing the time of first arrival on a server used to provide the Government of Canada with email services, if the Respondent has not turned on Delivery Status Notification for the sent email.
- f) **Availability of Contracting Authority:** During the two hours leading up to the closing date and time, an SSC representative will monitor the Email Address for Response Submission and will be available by telephone at the Contracting Authority’s telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the Respondent is experiencing difficulties transmitting the email to the Email Address for Response Submission, the Respondent should contact SSC immediately at the Contracting Authority’s coordinates provided on the cover page of this document.
- g) **Email Acknowledgement of Receipt by SSC:** On the closing date, an SSC representative will send an email acknowledging receipt of each response (and each email forming part of that response, if multiple emails are received) that was received by the closing date and time at SSC’s Email Address for Response Submission.

- h) **Delayed Email Bids:** SSC will accept an email response received in the first 24 hours after the closing date and time only if the Respondent can demonstrate that any delay in delivering the email to the SSC Email Address for Response Submission is due to Canada's systems. Responses received by email more than 24 hours after the closing date and time will not be accepted under any circumstances. As a result, Respondents who have tried to submit a response, but have not received an email acknowledging receipt from SSC shortly thereafter should contact the Contracting Authority so that they can determine whether or not the response arrived at the SSC Email Address for Response Submission on time.
- i) **Responsibility for Technical Problems:** Canada will not be responsible for:
 - i) any technical problems experienced by the Respondent in submitting its response, including emails that fail to arrive because they exceed the maximum email size of 15 MB or that are rejected or quarantined because they contain malware or other code that is screened out by SSC's security services; or
 - ii) any technical problems that prevent SSC from opening the attachments to the email(s). For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated accordingly. Respondents will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.
- j) **Hand-Delivered Responses:** All Respondents must attempt to submit their responses electronically. However, SSC will accept a hand-delivered response (either instead of, or as a back-up in addition to, the email response), in which case the following applies:
 - i) The hand-delivered response can be:
 - (A) a soft copy on CD-ROM, DVD;
 - (B) a hard copy (i.e., printed on paper); or
 - (C) a combination of soft and hard copies,provided that any pricing tables that were provided by SSC to be completed by the Respondents are submitted as a soft copy.
 - ii) The hand-delivered response must be delivered by a representative of the Respondent in person or by a courier. SSC will not accept any bids delivered by regular mail.
 - iii) The hand-delivered response must be received by an SSC representative before the closing date and time at the address shown on the cover page of this document (or an alternate location arranged with the Contracting Authority in writing).
 - iv) SSC will only accept a hand-delivered copy of the response if the Respondent has coordinated delivery of that response with the Contracting Authority. As indicated above, an SSC representative will be available at the Contracting Authority's telephone number during the two hours before the closing date and time, including for the purpose of coordinating the receipt of hand-delivered responses (the Contracting Authority may also agree, at SSC's discretion, to be available at another time before the closing date and time to receive the response).
 - v) The only circumstances in which SSC will accept a hand-delivered response after the closing date and time is if the Respondent can show that the SSC representative was unavailable to receive the hand delivered response at the coordinated time, or that no SSC representative was available at the Contracting Authority's telephone number

(and no SSC representative responded to voicemail messages left at that telephone number) during the two hours leading up to the closing date and time.

- vi) SSC will consult the hand-delivered response only if there are problems with all or a portion of the response submitted by email by the closing date and time or if no email response is received by the closing date and time. If SSC consults the hand-delivered response, it will prevail over the electronically submitted response.

3. Process for Evaluating Responses

3.1 Evaluation of Respondent Qualifications

- a) Canada will evaluate whether each response satisfies all the mandatory requirements described in this ITQ (including information that this ITQ indicates is required, but the ITQ specifically states that it may be submitted upon request after the closing date). The provisions of SSC's Standard Instructions that relate to evaluation also apply. A response must comply with all the requirements of the ITQ in order to be declared compliant.

3.2 Basis of Qualification

- a) Each Respondent whose response meets all the requirements of this ITQ will become a Qualified Respondent for the next stage of the procurement process. If any Respondent is contemplating any form of corporate acquisition or reorganization, Canada requests that the Respondent contact the Contracting Authority in advance to determine whether the transaction will affect the Respondent's status as a Respondent for this procurement.
- b) Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. For example, if a particular security clearance is a requirement of this ITQ and the Respondent's security clearance changes or lapses, so that the Respondent no longer meets the requirements of this ITQ, Canada may disqualify that Qualified Respondent. Similarly, if new information comes to the attention of Canada that calls into question any of the Qualified Respondent's qualifications under this ITQ, Canada may re-evaluate that Qualified Respondent. If Canada re-evaluates the qualification of any Qualified Respondent, Canada may request further information and, if the Qualified Respondent fails to provide it within 5 working days (or a longer period provided by the Contracting Authority), Canada may disqualify the Qualified Respondent.
- c) If the Respondent is a joint venture, each **ITQ Mandatory Experience Requirement** must be met by one of the members of the joint venture. For example, one of the joint venture members could meet the requirement for 24 continuous months of experience providing an Audio Conferencing Service to a customer whereas another joint venture member could meet the requirement for 12 continuous months experience providing a Web Conferencing Service to a customer. Experience cannot be combined to meet any single element of an **ITQ Mandatory Experience Requirements**. For example, it is not acceptable for a joint venture bid consisting of three members to each have 4 months of experience to meet the requirement for 12 continuous months of experience providing a Web Conferencing Service to a customer.
- d) Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases of the procurement process, unless Canada determines in its sole discretion to conduct a second qualification round.
- e) All Respondents will be notified in writing regarding whether or not they have qualified.

3.3 ITQ Phase Additional Qualification Rounds

- a) Canada reserves the right, in its sole discretion, to conduct additional qualification rounds among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.
- b) If Canada determines that unsuccessful Respondents will be given an additional opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the qualification round.

- c) Any Respondent who does not qualify as a result of any additional qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for any subsequent phases of this procurement process.

4. Additional ITQ Definitions

Service	ITQ Definition
Annual Availability	<p>Calculated as follows: $((\text{minutes in year} - \text{sum of the outage times}) / \text{minutes in year}) \times 100$</p> <p>Where outage time includes any time where the service did not function in accordance with the associated contract.</p>
Audio Conference Service	A service that allows real-time audio communication between three or more Participants, anywhere, anytime, with or without operator assistance. Participants can speak and listen with every other Participant using network devices equipped with audio capability.
Canada Videoconferencing	A service provided by Canada using Canada videoconferencing equipment (i.e. videoconference bridge, videoconference equipment in boardrooms, end-users videoconference appliances).
Customer	A third party client that has entered into a contract with the Respondent for the provision of services, where the client is not the Respondent itself or an affiliate of the Respondent.
Customer Site	A unique civic address location where the service is provided to a Customer
Customer Private Network	A network and facilities provided by a 3 rd party to a Customer (e.g. WAN, MAN, LAN, Internet access facilities and / or Public Switched Network access facilities).
Operations Centre	A location from which a service provider exercises monitoring and control of service.
Participant	A user (or group of users) of a network device (e.g. telephone, PC, tablet, videoconference appliance, mobile and cellular telephone, etc.) connected a network (e.g. Public Switched Telephone Network, voice and data cellular network, telephone system, LAN, Wireless LAN, WAN, etc.). A Participant may or may not be a Government of Canada employee or a User.
Scheduled	A feature of Audio Conference that provides a unique access code for each audio conference taking place at a scheduled date and time, which includes Operator-Assisted service.
Service Desk	A central point of contact between a service provider and users/customers on a day-to-day basis.
Service Period	The period of time during which the Audio Conference Service and/or Web Conferencing Service was available for use by the Customer, following full implementation of the service.
User	A user with an account to the Audio Conference and/or Web Conference service.
Virtual Meeting Space	A feature of Web Conference that shows Participants a graphical representation of each Participant (i.e. an avatar) that displays changes in Participants' status (e.g. Host, Presenters, Participants, listening, speaking, on mute, etc.) when passing control between Participants.
Web Conference	<p>A service that allows real-time audio and video conferences over a web-based communication between two or more Participants. Web Conference allows for each of the following types of communications:</p> <p>(a) large group event communication that includes automated email invitation and registration, multimedia</p>

	<p>sharing (e.g. documents, applications, browsing sessions, live desktop video) and real-time pooling and tabulation of Participant feedback to questions;</p> <ul style="list-style-type: none">(b) meeting collaboration between Participants that includes assuming control of a Web Conference, sharing and editing and displaying content (e.g. documents, applications, browsing sessions and live desktop video) in real-time;(c) Participants to diagnose and control the workstations and resident applications of other Participants to facilitate remote problem resolution; and(d) training and distance learning that includes integrated audio and video communication, multimedia sharing (e.g. documents, applications, browsing sessions, live desktop video), Virtual Meeting Spaces, questions and answers that can be displayed to Participants, on-line chat between Participants, real-time pooling and tabulation of Participant feedback to questions.
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5. ITQ Mandatory Experience Requirements

5.1 ITQ Mandatory Experience Requirement M-1: Audio Conferencing Service

- a) The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, the Respondent provided all of the following to the Customer:
 - i) 150,000,000 minutes of Audio Conferences;
 - ii) 750,000 Audio Conferences;
 - iii) 200 simultaneous Participants for a single Audio Conference;
 - iv) 750 simultaneous Audio Conferences with an average of 7 Participants per Audio Conference; and
 - v) an actual Annual Availability of the Audio Conferencing Service of a minimum of 99.8%.

5.2 ITQ Mandatory Experience Requirement M-2: Web Conferencing Service

- a) The Respondent must have provided to a Customer a Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Respondent provided all of the following to the Customer:
 - i) 40,000,000 minutes of Web Conferences;
 - ii) 125,000 Web Conferences;
 - iii) 300 simultaneous Web Conferences with an average of 6 participants per Web Conference; and
 - iv) an actual Annual Availability of the Web Conferencing Service of a minimum of 99.8%.

5.3 ITQ Mandatory Experience Requirement M-3: Service Desk and Operations Centre for Audio Conferencing Service

- a) The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year:
 - i) service monitoring;
 - ii) tracking and escalation management for changes;
 - iii) tracking and escalation management for incidents; and
 - iv) either:
 - (A) bilingual (English and French) phone support; or
 - (B) phone support in either English or French will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials

and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).

5.4 ITQ Mandatory Experience Requirement M-4: Service Desk and Operations Centre for Web Conferencing Service

- a) The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for a Web Conferencing Service during a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year:
 - i) service monitoring;
 - ii) tracking and escalation management for changes;
 - iii) tracking and escalation management for incidents; and
 - iv) either:
 - (A) bilingual (English and French) phone support; or
 - (B) phone support in either English or French will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).

5.5 ITQ Mandatory Experience Requirement M-5: Service Portal for Audio Conferencing Service

- a) The Respondent must have provided to a Customer a Service Portal(s), accessible by the Customer, for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Contractor provided:
 - i) 24 hours a day x 7 days a week x 365 days a year on-line access from the Internet using a web browser for creating and viewing with the exception of planned outages or maintenance:
 - (A) incident tickets;
 - (B) change request tickets;
 - (C) reports;
 - (D) service orders; and
 - (E) documentation; and
 - ii) either:
 - (A) bilingual (English and French) online help, menus and portal navigation; or
 - (B) online help, menus and portal navigation in either English or French will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual

phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).

5.6 ITQ Mandatory Experience Requirement M-6: Service Portal for Web Conferencing Service

- a) The Respondent must have provided to a Customer a Service Portal(s), accessible by the Customer, for a Web Conferencing Service during a Service Period of at least 12 continuous months in the last 3 years prior to the closing date of this ITQ where during the Service Period there was:
 - i) 24 hours a day x 7 days a week x 365 days a year on-line access from the Internet using a web browser for creating and viewing with the exception of planned outages or maintenance:
 - (A) incident tickets;
 - (B) change request tickets;
 - (C) reports;
 - (D) service orders; and
 - (E) documentation; and
 - ii) either:
 - (A) bilingual (English and French) online help, menus and portal navigation; or
 - (B) online help, menus and portal navigation in either English or French will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).

6. Reference Project Submission Forms for ITQ Mandatory Experience Requirements

The Respondent must submit the Reference Project Submission Forms (RPSF) in this subsection in the response to the ITQ for each of the **ITQ Mandatory Experience Requirements** (refer to Section 5, ITQ Mandatory Experience Requirements).

6.1 RPSF for ITQ Mandatory Experience Requirement M-1: Audio Conferencing Service

Reference Project Submission Form for ITQ Mandatory Experience Requirement M-1: Audio Conferencing Service	
Name of Reference Project	
Name of Customer	
End Date of Reference Project <i>[dd/mm/yy or Ongoing]</i>	
Primary Contact for the Customer	Name
	Telephone Number
	Email Address
Secondary (Backup) Contact for the Customer	Name
	Telephone Number
	Email Address
The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, the Respondent provided 150,000,000 minutes of Audio Conferences.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, the Respondent provided 750,000 Audio Conferences.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, there were as 200 simultaneous Participants for a single Audio Conference.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, the Respondent provided 750,000 Audio Conferences with an average of 7 Participants per Audio Conference.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, there was an Annual Availability of a minimum of 99.8%.	<i>[Enter "Yes" or "No"]</i>

6.2 RPSF for ITQ Mandatory Experience Requirement M-2: Web Conferencing Service

Reference Project Submission Form for ITQ Mandatory Experience Requirement M-1: Web Conferencing Service		
Name of Reference Project		
Name of Customer		
End Date of Reference Project		<i>[Enter dd/mm/yyyy or "Ongoing"]</i>
Primary Contact for the Customer	Name	
	Telephone Number	
	Email Address	
Secondary (Backup) Contact for the Customer	Name	
	Telephone Number	
	Email Address	
The Respondent must have provided to a Customer a Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period there was 125,000 Web Conferences.		<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period there were 40,000,000 minutes of Web Conferences.		<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period there was 300 simultaneous Web Conferences with an average of 6 participants per Web Conference.		<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period there was an Annual Availability of a minimum of 99.8%.		<i>[Enter "Yes" or "No"]</i>

6.3 RPSF for ITQ Mandatory Experience Requirement M-3: Service Desk and Operations Center for Audio Conferencing Service

Reference Project Submission Form for ITQ Mandatory Experience Requirement M-3: Service Desk and Operations Center for Audio Conferencing Service	
Name of Reference Project	
Name of Customer	
End Date of Reference Project	
<i>[Enter dd/mm/yyyy or "Ongoing"]</i>	
Primary Contact for the Customer	Name
	Telephone Number
	Email Address
Secondary (Backup) Contact for the Customer	Name
	Telephone Number
	Email Address
The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year service monitoring.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year tracking and escalation management for changes.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year tracking and escalation management for incidents.	<i>[Enter "Yes" or "No"]</i>

The Respondent must have either provided to a Customer a Service Desk and Operations Centre located in Canada for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year bilingual (English and French) phone support; or phone support in either English or French which will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).

[Enter "Yes" or "No"]

6.4 RPSF for ITQ Mandatory Experience Requirement M-4: Service Desk and Operations Center for Web Conferencing Service

Reference Project Submission Form for ITQ Mandatory Experience Requirement M-4: Service Desk and Operations Center for Web Conferencing Service	
Name of Reference Project	
Name of Customer	
End Date of Reference Project	
<i>[Enter dd/mm/yyyy or "Ongoing"]</i>	
Primary Contact for the Customer	Name
	Telephone Number
	Email Address
Secondary (Backup) Contact for the Customer	Name
	Telephone Number
	Email Address
The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for a Web Conferencing Service during a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year service monitoring.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for a Web Conferencing Service during a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year tracking and escalation management for changes.	<i>[Enter "Yes" or "No"]</i>
The Respondent must have provided to a Customer a Service Desk and Operations Centre located in Canada for a Web Conferencing Service during a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year tracking and escalation management for incidents.	<i>[Enter "Yes" or "No"]</i>

<p>The Respondent must have either provided to a Customer a Service Desk and Operations Centre located in Canada for a Web Conferencing Service during a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ), where during the Service Period there was 24 hours a day x 7 days a week x 365 days a year bilingual (English and French) phone support; or phone support in either English or French which will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).</p>	<p><i>[Enter "Yes" or "No"]</i></p>
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6.5 RPSF for ITQ Mandatory Experience Requirement M-5: Service Portal for Audio Conferencing Service

Reference Project Submission Form for ITQ Mandatory Experience Requirement M-5: Service Portal for Audio Conferencing Service	
Name of Reference Project	
Name of Customer	
End Date of Reference Project	
<i>[Enter dd/mm/yyyy or "Ongoing"]</i>	
Primary Contact for the Customer	Name
	Telephone Number
	Email Address
Secondary (Backup) Contact for the Customer	Name
	Telephone Number
	Email Address
<p>The Respondent must have provided to a Customer a Service Portal(s), accessible by the Customer, for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Contractor provided: a 7 day x 24 hour x 365 day on-line access from the Internet using a web browser to:</p> <ul style="list-style-type: none"> a) incident tickets; b) change request tickets; c) reports; d) service orders; and e) documentation. 	<i>[Enter "Yes" or "No"]</i>
<p>The Respondent must have either provided to a Customer a Service Portal(s), accessible by the Customer, for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Contractor provided bilingual (English and French) online help, menus and portal navigation; or online help, menus and portal navigation in either English or French which will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).</p>	<i>[Enter "Yes" or "No"]</i>

6.6 Reference Project Submission Form for ITQ Mandatory Experience Requirement M-6: Service Portal for Web Conferencing Service

Reference Project Submission Form for ITQ Mandatory Experience Requirement M-6: Service Portal for Web Conferencing Service	
Name of Reference Project	
Name of Customer	
End Date of Reference Project	
<i>[Enter dd/mm/yyyy or "Ongoing"]</i>	
Primary Contact for the Customer	Name
	Telephone Number
	Email Address
Secondary (Backup) Contact for the Customer	Name
	Telephone Number
	Email Address
<p>The Respondent must have provided to a Customer a Service Portal(s), accessible by the Customer, for a Web Conferencing Service during a Service Period of at least 12 continuous months in the last 3 years prior to the closing date of this ITQ where during the Service Period there was: a 7 day x 24 hour x 365 day on-line access from the Internet using a web browser to:</p> <ul style="list-style-type: none"> a) incident tickets; b) change request tickets; c) reports; d) service orders; and e) documentation. 	
<i>[Enter "Yes" or "No"]</i>	

<p>The Respondent must have either provided to a Customer a Service Portal(s), accessible by the Customer, for a Web Conferencing Service during a Service Period of at least 12 continuous months in the last 3 years prior to the closing date of this ITQ where during the Service Period there was a bilingual (English and French) online help, menus and portal navigation; or online help, menus and portal navigation in either English or French which will be treated as compliant for the purposes of pre-qualifying at the ITQ stage if the Respondent provides a plan that demonstrates how it will convert its unilingual phone support service to a fully bilingual (English and French) phone support service within 60 days of contract award, if the Respondent were ultimately awarded the contract (the plan should include, at a minimum, an indication of how many additional staff would be retained and how they would be recruited; what internal materials and processes would be updated and how; what external-facing interfaces would be updated and how (e.g., IVR, etc.).</p>	<p><i>[Enter "Yes" or "No"]</i></p>
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ANNEX A – ITQ RESPONSE SUBMISSION FORM

ITQ Response Submission Form No. [Insert No.]		
Respondent's full legal name <i>In the case of a joint venture, please identify all members.</i>		
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Respondent's Procurement Business Number (PBN) <i>Please see SSC's Standard Instructions. Please make sure that your PBN 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>		
Former Public Servants <i>Please see the Section of SSC's Standard Instructions entitled "Former Public Servants" for more information.</i> <i>If you are submitting a response as a joint venture, please provide this information for each member of the joint venture.</i>	Is the Respondent a Former Public Servant in receipt of a pension as defined in SSC's Standard Instructions? If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant"	[Enter "Yes" or "No"]
	Is the Respondent a Former Public Servant who received a lump sum payment under the terms of the work force adjustment directive? If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant"	[Enter "Yes" or "No"]
Federal Contractors Program for Employment Equity Certification <i>Please see the section of SSC's Standard Instructions entitled "Federal Contractors Program for Employment Equity" for more information.</i> <i>Please check one of the boxes or provide the required information. If you are submitting a response as a joint venture, please provide this information for each member of the joint</i>	The Respondent certifies having no work force in Canada.	[Enter "Yes" or "No"]
	The Respondent certifies being a public sector employer.	[Enter "Yes" or "No"]
	The Respondent certifies being a federally regulated employer subject to the <i>Employment Equity Act</i> .	[Enter "Yes" or "No"]
	The Respondent certifies having a combined work force in Canada of fewer than 100 permanent full-time, part-time and temporary employees.	[Enter "Yes" or "No"]

venture.	The Respondent has a combined workforce in Canada of 100 or more permanent full-time, part-time and temporary employees.	[Enter "Yes" or "No"]
	Valid and current Certificate number.	
	The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour.	[Enter "Yes" or "No"]
Requested language for future communications regarding this procurement process – <i>please indicate either French or English</i>		
Requested Canadian province or territory for applicable laws		
Respondent's Proposed Site or Premises Requiring Safeguard Measures and document safeguarding security level	Street Address with Unit/Apartment, if applicable	
	City	
	Province/Territory/State	
	Postal Code/Zip Code	
	Country	
Security Clearance Level of Respondent <i>Please ensure that the security clearance matches the legal name of the Respondent. If it does not, the security clearance is not valid for the Respondent.</i>	Clearance Level	
	Date Granted	
	Issuing Entity (PWGSC, RCMP, etc.)	
	Legal name of entity to which clearance issued	
<p>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 and agree that:</p> <ol style="list-style-type: none"> 1. The Respondent considers itself and its products able to meet all the mandatory requirements described in the ITQ; 2. All the information provided in the response is complete, true and accurate; and 3. The Respondent agrees to be bound by all the terms and conditions of this ITQ, including the documents incorporated by reference into it. 		
Signature of Authorized Representative of Respondent		

ANNEX B – PRELIMINARY SECURITY REQUIREMENTS CHECKLIST (SRCL)