

**Shared Services Canada for Correctional Services Canada  
Okimaw Ohci & Willow Cree Healing Lodges**

**Statement of Work (SOW)**  
Amended Oct. 11, 2016

**PBX Replacement**

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## 1. REQUIREMENT

Shared Services Canada has requirements to:

a) Replace a Nortel Norstar Modular Integrated Communication System ICS with Call Pilot Voicemail system at CSC Okimaw Ohci Healing Lodge, Maple Creek, Saskatchewan, S0N 1N0. The new system will require new Digital sets.

The Key System services 6 buildings in a campus environment: Main Lodge (45 extensions), Spiritual Lodge (2 extension), Programs Building (11 extensions), Maintenance Building (3 extensions), Elders' Lodge (2 extensions), Safe Lodge (1 extension). All extensions have voicemail as well as one Auto attendant. There are 4 voicemail ports. The site has 4 Analog Trunk Lines that are shared.

The Spiritual Lodge, Maintenance Building and Safe Lodge use fibre connectivity. There is no data to the Elder's Lodge. The Programs Building uses 25 pair copper for data 25 pair copper between buildings for phones.

The Approximate distance between the building hosting the PBX and the others is as follows:

- Main Lodge (PBX Host)
- Spiritual Lodge (50m)
- Programs Building (50m)
- Elders' Lodge (70m)
- Safe Lodge (80m)
- Maintenance Building (160m)

\*\* The inside cabling in all buildings is CAT5.

\*\* Site has a backup generator

b) Replace a Nortel Norstar Modular Integrated Communication System ICS with Call Pilot Voicemail system at CSC Willow Cree Healing Centre, Duck Lake, Saskatchewan, S0K 1J0. The new system will require new Digital sets.

The Key System services 6 buildings in a campus environment: Admin (18 extensions), Work/Stores (6 extensions), Programs Building (18 extensions), Lodge (2 extensions), Dining Hall (3 extensions), Manager's Office (2 extensions). The site has a new building opening that will require ~10 extensions. All extensions have voicemail as well as an Auto attendant. There are 4 voicemail ports. The site has one PRI.

Connectivity between buildings is as follows:

- 62.5 micron multimode fiber for data (50 micron for the new building)
- 25 - 50 pair copper between buildings for phones.

The Approximate distance between the building hosting the PBX and the others is a maximum of 100 Meters.

\*\* The inside cabling in all existing buildings is CAT5, new building has CAT6.

\*\* Site has a backup generator

## **2. BACKGROUND**

The two individual Key Systems have had a number of repairs and continue to cause issues for the sites. As the systems are EOL/EOS, SSC requires replacement systems that will provide telecommunication services to all building on the campus.

## **3. CLIENT OBJECTIVES**

CSC objectives are to:

- Provision Telecommunication and Voicemail services to the buildings onsite;
- Provision Call Account software
- Integration with existing PA system
- Improve overall service management delivery.

## **4. SCOPE OF THE WORK**

The Contractor must provision telecommunication and voicemail services to all buildings on site. The Key Systems are to be upgraded and services expanded to provide telephony services to all buildings onsite. Professional services from the Contractor are to be delivered in the form of end user training on the functionality of the telephone sets and voicemail.

The Supplier must remove all existing telecommunications equipment (switches, user devices etc.) that are being retired and prepare for shipping to Crown Assets (to be arranged by Technical Authority).

## **5. DELIVERABLES**

The list of deliverables includes:

- Replace the existing PBX Systems and voicemail.
- Provide and install a UPS with 15-20 backup run time to support each new system.
- Provision Call Account software.
- Ensure Integration with existing PA system.
- Verify full functionality of telephony service and voicemail post upgrade.
- Work on behalf of SSC when dealing with service providers in the case of any interruption to the telephony service during the upgrade to the point of acceptance.
- Provide services to the main lodges and all peripheral buildings listed under Section 1.
- Train end users on telephone set and voicemail functionality and operation.
- Provide all equipment, processes and procedures necessary to support the remote system access service.
- Identify unused old equipment that is to be sent to Crown Assets
- Clean premises after upgrade where the work has taken place
- Provide log-in information and passwords for the PBX and voicemail systems
- Provide contact information for the on-site staff to call in the case of a service outage during the 1-yr warranty period

## **6. MAINTENANCE SERVICE AND SUPPORT**

In addition to the 1 year warranty period, the contract will have a budget for Move, Add and Change services that the client and SSC can draw down from.

## **7. PROFESSIONAL SERVICES**

SETUP AND CONFIGURATION – The Contractor must provide subject-matter experts (SME) to set-up and configure the solution on-site at the location listed in the contract. The Contractor personnel must have previous experience installing and setting up the solution.

TRAINING – The Contractor must provide instructor training that provides onsite staff with functional knowledge of the solution and how to apply its use.

## **8. DESTINATION**

The Contractor shall deliver all equipment and technical documentation to the following address:

- a) Okimaw Ohci Healing Lodge, PO Box 1929, Maple Creek, Saskatchewan, S0N 1N0
- b) Willow Cree Healing Centre, Duck Lake, Saskatchewan, S0K 1J0

## **9. DELIVERY SCHEDULE**

The Contractor must deliver and install all equipment and technical documentation within 4 weeks of contract award.

Technical support must be available beginning at the time of equipment delivery.

## **10. OEM CERTIFICATION**

### **OEM Certification (1 certificate per system)**

- a) Any bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its proposal is required to submit the certification below, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification set out below has been provided to Canada.
- b) If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each such OEM.
- c) For the purposes of this solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware, on all accompanying documentation, on mandatory certification reports, and on any supporting software.

**ORIGINAL EQUIPMENT MANUFACTURER (OEM) CERTIFICATION**

The OEM identified below hereby authorizes the Bidder named below to provide its products under any contract resulting from the Solicitation identified below.

Signature of authorized signatory of OEM \_\_\_\_\_

Print Name of authorized signatory of OEM \_\_\_\_\_

Print Title of authorized signatory of OEM \_\_\_\_\_

Date Signed \_\_\_\_\_

Solicitation Number	
Name of Bidder	
Name of OEM	
Address of OEM	
Name of OEM's Authorized Representative	
Telephone Number of OEM's Authorized Representative	
Fax Number of OEM's Authorized Representative	