

# **SHARED SERVICES CANADA**

# **Invitation to Qualify for Commercial Wi-Fi Services**

Invitation to Qualify No.	15-34077/B	Date	November 3, 2016
GCDocs File No.		GETS Reference No.	PW-16-00744672

Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario K1P 0B5		
Contracting Authority	Name	Ryan Orr	
(The Contracting Authority is SSC's representative for all questions and	Telephone No.	613-291-1292	
comments about this document.)	Email Address	SSC.telecomconsultation-consultationtelecom.SPC@canada.ca	
	Postal Address	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor, 13-125 Ottawa, Ontario, K1P 0B6	
Closing Date and Time	November 24, 2016 at 2:00pm		
Time Zone	Eastern Standard Time (EST)		
Destination of Goods/Services	Not applicable – Pre-Qualification Process Only		
Email Address for Submitting your Response by the Closing Date	SSC.telecomconsultation-consultationtelecom.SPC@canada.ca		

ITQ No. 15-34077/B Page 1 of 20



# **SHARED SERVICES CANADA**

# **Invitation to Qualify for Commercial Wi-Fi Services**

## **TABLE OF CONTENTS**

1. G	GENERAL INFORMATION	3
1.1	Introduction	3
1.2		
1.3	OVERVIEW OF ANTICIPATED PROCUREMENT PROCESS	
1.4	CONFLICT OF INTEREST OR UNFAIR ADVANTAGE	5
2. IN	INSTRUCTIONS FOR RESPONDENTS	6
2.1	STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS	6
2.2	QUESTIONS AND COMMENTS	6
2.3	SUBMISSION OF ONLY ONE RESPONSE	6
2.4	SECURITY CLEARANCE REQUIREMENT	7
3. P	PREPARING AND SUBMITTING A RESPONSE	8
3.1	GENERAL INSTRUCTIONS	8
3.2	Language for Future Communications	8
3.3	CONTENT OF RESPONSE	8
3.4	ELECTRONIC SUBMISSION OF RESPONSE	g
4. P	PROCESS FOR EVALUATING RESPONSES	12
4.1	EVALUATION OF RESPONDENT QUALIFICATIONS	12
4.2	Basis of Qualification	12
4.3	ITQ Phase Second Qualification Round	12
Α	Annex A – Qualification Requirements	13
Α	Annex B – SSC's Standard Instructions	18
	Form 1 – Response Submission Form.	1 <sup>c</sup>



## SHARED SERVICES CANADA

# Invitation to Qualify for Commercial Wi-Fi Services

#### 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 Commercial Wi-Fi 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 prequalified 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 Project: SSC is seeking to establish competitive supply arrangements to provide Commercial Wi-Fi services within government buildings across Canada to enable remote work, networking and teamwork in a wireless environment. This is in support of Blueprint 2020 and is outlined in SSC's 2015-16 Integrated Business Plan.

SSC is in the process of enabling Wi-Fi services within office buildings across the country. Currently, there are approximately 47,414 users who have access to a Wi-Fi environment. The goal is to enable 40% of federal public service employees by March 2017 and 80% of federal public service employees by March 2020<sup>1</sup>. This information is being provided as background regarding this initiative; therefore, Canada is not making a commitment to suppliers regarding these targets.

Since the existing SSC Wi-Fi deployments are department-specific, they do not facilitate easy roaming for GC users across different GC locations. SSC intends to establish a complementary Commercial Wi-Fi service that will permit GC users to connect to any GC Wi-

ITQ No. 15-34077/B Page 3 of 20

-

<sup>&</sup>lt;sup>1</sup> Population of the Federal Public Service in 2014 is estimated at 257,138 employees. This data can be found at the following link: <a href="http://www.tbs-sct.gc.ca/psm-fpfm/modernizing-modernisation/stats/ssen-ane-eng.asp">http://www.tbs-sct.gc.ca/psm-fpfm/modernizing-modernisation/stats/ssen-ane-eng.asp</a>.



Fi service regardless of GC location. Commercial Wi-Fi could be deployed in government buildings across Canada, from coast-to-coast-to-coast.

The current intention is that the successful supplier(s) would own and manage the Commercial Wi-Fi service and SSC would pay a monthly subscription fee. The Commercial Wi-Fi traffic would be carried over the supplier's network. Using the Wireless Access Points (WAPs) in government buildings receiving this Commercial Wi-Fi service, end-users would have access to the Internet and would sign on with their Government of Canada Secure Remote Access (GCSRA) desktop client and connect to their host department to gain access to their departmental network and associated applications. This would be similar to a "working traveler's hotel experience" whereby users log on to a welcome page outlining the Internet Usage Policy prior to being able to access their departmental network.

#### b) Scope of Anticipated Procurement:

- i) Potential Client Users: This ITQ is being issued by SSC. It is intended that the supply arrangements 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.
- ii) **Number of Supply Arrangements**: SSC is currently contemplating the award of supply arrangements to everyone who qualifies.
- iii) **Term of Supply Arrangements**: SSC is currently contemplating a supply arrangement period of three years, plus two option periods of one year each or until SSC has no further need for this requirement. SSC intends to allow new suppliers to qualify on a regular basis.
- c) 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.
- d) **Preference for Canadian Goods and Services**: The requirement may be subject to a preference for Canadian goods and/or services. This will be set out in any subsequent solicitation.
- e) Comprehensive Land Claims Agreements: This requirement is for delivery all across Canada. A small portion of this requirement may be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).

#### 1.3 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.

ITQ No. 15-34077/B Page 4 of 20



- b) Review and Refine Requirements (RRR) Phase: The RRR process with the Qualified Respondents <u>may</u> follow the ITQ phase. Canada reserves the right to not conduct an RRR phase and move to the subsequent phase of the procurement process.
  - 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 should Canada choose to conduct this stage.
- c) Request for Supply Arrangements (RFSA) Phase: Canada anticipates releasing an RFSA to those Qualified Respondents who remain qualified at the time the RFSA 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.

#### 1.4 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) IBISKA;
- b) TEKsystems; and
- c) Maplesoft Group.

ITQ No. 15-34077/B Page 5 of 20



## 2. Instructions for Respondents

#### 2.1 Standard Instructions, Clauses and Conditions

- 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 at Annex B.
- b) All other instructions, clauses and conditions identified in this document or any of its attachments 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. These instructions, clauses and conditions are incorporated by reference and they form part of this document as though they were expressly set out here in full.
- c) 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.
- d) With respect to SSC's Standard Instructions:
  - i) There will not be a conference for interested suppliers.
  - ii) There will not be a site visit.
- e) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ.

#### 2.2 Questions and Comments

Questions and comments about this ITQ can be submitted in accordance with the Section of SSC's Standard Instructions entitled "Questions and Communications". Notwithstanding subsection 1.1, b), of SSC's Standard Instructions, the deadline for submitting questions for this ITQ is November 14, 2016 at 2:00pm EST.

#### 2.3 Submission of Only One Response

- A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a ioint 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 of 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:

ITQ No. 15-34077/B Page 6 of 20



- 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*;
- 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.

#### 2.4 Security Clearance Requirement

a) A Respondent is not required to have security clearance in order to become a Qualified Respondent. Security clearance and other security requirements will be identified at a later stage of the procurement process.

ITQ No. 15-34077/B Page 7 of 20



## 3. Preparing and Submitting a Response

#### 3.1 General Instructions

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

#### 3.2 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.

#### 3.3 Content of Response

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

- 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 Qualification Requirements at Annex A (Mandatory at ITQ Closing): The response must include all of 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 of 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

ITQ No. 15-34077/B Page 8 of 20



	Form
Regulatory Certifications set out in	Not required
Regulatory Forms A, B, C and D of SSC's	
Standard Instructions	

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.

#### 3.4 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:
  - 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.

ITQ No. 15-34077/B Page 9 of 20



- 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:
  - 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 (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 or 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

ITQ No. 15-34077/B Page 10 of 20



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.

ITQ No. 15-34077/B Page 11 of 20



## 4. Process for Evaluating Responses

#### 4.1 Evaluation of Respondent Qualifications

Canada will evaluate whether each response satisfies all of 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 of the requirements of the ITQ in order to be declared compliant.

#### 4.2 Basis of Qualification

- a) Each Respondent whose response meets all of the requirements of this ITQ will become a Qualified Respondent for the next stage of the procurement process.
- 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) Unsuccessful Respondents will not be given another opportunity to participate or be reevaluated for the subsequent phases of the procurement process unless Canada determines in its sole discretion to conduct a second qualification round.
- All Respondents will be notified in writing regarding whether or not they have qualified.

#### 4.3 ITQ Phase Second Qualification Round

- a) Canada reserves the right, in its sole discretion, to conduct 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.
- b) If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the first qualification round.
- c) Any Respondent who does not qualify as a result of any second 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.

ITQ No. 15-34077/B Page 12 of 20



### **ANNEX A – QUALIFICATION REQUIREMENTS**

Mandatory Requirement 1: Enterprise Experience		
Respondent Name		
Respondent Address		

#### Requirement:

The Respondent must have recent experience, obtained during the five years prior to the closing date for this ITQ, installing, operating and maintaining Wi-Fi services to at least three different customers with a cumulative total of at least 20 separate physical site installations for at least 12 consecutive months for each installation.

A "customer" is any organization that is unrelated to the Respondent (hereinafter "Customer").

A "different customer" is one that is not affiliated in any way with any of the other Customers used to respond to this requirement (hereinafter "**Different Customer**").

A "separate" physical site means a location with a different civic address (i.e., two floors of the same building are not considered to be separate physical sites).

#### **Response Requirement:**

The Respondent must provide a detailed description of how it meets the above requirement in all respects and must provide three Customer references so that SSC may validate the information provided by the Respondent with its customer.

	Civic address for physical site installation	Name of Customer	Date Wi-Fi service installed	Date Wi-Fi service terminated (if applicable, or indicate if service is on-going)	Indicate if the Respondent provides maintenance for the Wi-Fi service
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

ITQ No. 15-34077/B Page 13 of 20



13			
14			
15			
16			
17			
18			
19			
20			

# For each Customer named in the table above, provide the following information:

Name of Customer		
Primary Contact for Customer	Name	
	Telephone	
	Email Address	
Backup Contact for Customer	Name	
	Telephone	
	Email Address	

ITQ No. 15-34077/B Page 14 of 20



Mandatory Requirement 2: Operation and Maintenance				
Responden	t Name			
Respondent Address				
Requiremen	nt:			
The Respondent must have recent experience, obtained during the five years prior to the closing date for this ITQ, installing, operating and maintaining Wi-Fi services that include the following services:				
1) Service ins		tallation;		
2) Service cor		nfiguration or reconfiguration;		
<ol><li>Service opt</li></ol>		imization;		
4) Troublesho		ooting and repair service; and		
5)	Service des	sk support.		

#### **Response Requirement:**

The Respondent must provide a detailed description of how it has provided each of the above services and must provide five Different Customer references, one for each of the above services so that SSC may validate the information provided by the Respondent with its customer.

	Name of Customer	Wi-Fi service installation	Wi-Fi service configuration or re-configuration	Wi-Fi service optimization	Wi-Fi trouble- shooting and repair service	Wi-Fi service desk support
1						
2						
3						
4						
5						

#### For each Customer named in the table above, provide the following information:

Name of Customer		
Primary Contact for Customer	Name	
	Telephone	
	Email Address	
Backup Contact for Customer	Name	
	Telephone	
	Email Address	

ITQ No. 15-34077/B Page 15 of 20



Mandatory Requirement 3: Service Levels				
Respondent Name				
Respondent Address				
Requirement:				
The Respondent must have experience installing, operating and maintaining Wi-Fi services that were subject to at least three of the following service levels: implementation timeframe, availability, average network response time, mean time to repair, or reporting regularity.				
Response Requirement:				
The Respondent must provide a detailed description of how it meets the above requirement and must provide three Different Customer references; one for each Wi-Fi Service provided which were subject to at least three service levels so that SSC may validate the information provided by the Respondent with its customer.				

	Name of Customer	Wi-Fi service implementation	Wi-Fi service configuration	Wi-Fi service	Wi-Fi trouble-	Wi-Fi service desk
	Customer	timeframe	or re- configuration	optimization	shooting and repair service	support
1						
2						
3						

# For each Customer named in the table above, provide the following information:

Name of Customer		
Primary Contact for Customer	Name	
	Telephone	
	Email Address	
Backup Contact for Customer	Name	
	Telephone	
	Email Address	

ITQ No. 15-34077/B Page 16 of 20



Mandatory Requirement 4: Management Reporting			
Responden	t Name		
Responden	t Address		
Requiremen	nt:		
date for this	ITQ, providing tails the state discators:  Service leven Number of Usage of the state of the sta	ave recent experience, obtained in the last five years prior to the closing ng regular management reporting for a period of at least one continuous us and quality of the Wi-Fi Service provided, which included all of the el performance; security incidents affecting the service during the reported period; ne service (i.e. number of unique users, etc.); and and / or escalation of issues with the service to the customer's ent.	
Response I	Requiremen	t:	
requirement	and must pr	emonstrate with a detailed description of how it meets the above rovide one Customer reference to which all of the items of the requirement hat SSC may validate the information provided by the Respondent with its	

	Name of Customer	Consecutive period of time for which regular management reporting was provided (i.e. number of months)	Management reporting regularity (i.e. weekly, monthly)	List of management reporting indicators:
1				

## For the Customer named in the table above, provide the following information:

Name of Customer		
Primary Contact for Customer	Name	
	Telephone	
	Email Address	
Backup Contact for Customer	Name	
	Telephone	
	Email Address	

ITQ No. 15-34077/B Page 17 of 20



# **ANNEX B – SSC'S STANDARD INSTRUCTIONS**

(Attached Separately)

ITQ No. 15-34077/B Page 18 of 20



## FORM 1 - RESPONSE SUBMISSION FORM

	alify No. 15-34077/B ubmission Form	
Respondent's full legal name		
In the case of a joint venture, please identify all members		
In the case of a joint venture, please identify all members.  Authorized Representative of Respondent for evaluation	Name	
purposes (i.e., clarifications)	Title	
,	Address	
	Telephone #	
	Fax #	
	Email	
Respondent's Procurement Business Number (PBN)		
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.		
Former Public Servants	Is the Respondent a Former Public Servant in Yes	
Please see the Section of SSC's Standard Instructions entitled	receipt of a pension as defined in SSC's Standard Instructions? If yes, provide the information	
"Former Public Servants" for more information.	required by the Section in SSC's Standard Instructions entitled "Former Public Servant"	
If you are submitting a response as a joint venture, please	Is the Respondent a Former Public Servant who	
provide this information for each member of the joint venture.	received a lump sum payment under the terms of the work force adjustment directive? <b>If yes</b> ,	
	provide the information required by the	
	Section in SSC's Standard Instructions entitled "Former Public Servant"	
Federal Contractors Program for Employment Equity Certification	The Respondent certifies having no work force in Canada.	
Please see the section of SSC's Standard Instructions entitled "Federal Contractors Program for Employment Equity" for more information.	The Respondent certifies being a public sector employer.	
Please check one of the boxes or provide the required information. If you are submitting a response as a joint	The Respondent certifies being a federally regulated employer subject to the <i>Employment Equity Act</i> .	
venture, please provide this information for each member of	The Respondent certifies having a combined work	
the joint venture.	force in Canada of fewer than 100 permanent full-	
	time, part-time and temporary employees.  The Respondent has a combined workforce in	
	Canada of 100 or more permanent full-time, part-	
	time and temporary employees.	
	Valid and current Certificate number.	
	The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour.	
Requested language for future communications regarding this procurement process – please indicate either French or English		
Requested Canadian province or territory for applicable laws		
Security Clearance Level of Respondent	Clearance Level	
Please ensure that the security clearance matches the legal	Date Granted	
name of the Respondent. If it does not, the security clearance is not valid for the Respondent.	Issuing Entity (PWGSC, RCMP, etc.)	
	Legal name of entity to which clearance issued	

ITQ No. 15-34077/B Page 19 of 20

On behalf of the Respondent, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by
eference into the ITQ, and I certify and agree that:
. 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
eference into it.
Signature of Authorized Representative of Respondent

ITQ No. 15-34077/B Page 20 of 20