



## SHARED SERVICES CANADA

### Amendment No. 003 to the 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

This Amendment revises the ITQ originally released by SSC on November 3, 2016. Except as expressly amended by this document, all the terms and conditions of the ITQ remain unchanged.

This ITQ Amendment No. 003 is raised to:

- 1 – Publish Canada’s responses to Industry questions received after the question period; and
- 2 – At Annex A – Qualification Requirements, insert the revised table to SUPERSEDE and REPLACE the current version in Mandatory Requirement 3: Service Levels of this ITQ.

#### 1 – Publish Canada’s responses to Industry questions received during the question period:

Question No.	Question	Answer
9	<p>M2 - Operation and Maintenance M2 states: 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.</p> <p>There are 5 services to be substantiated including: 1) Service installation; 2) Service configuration or reconfiguration; 3) Service optimization; 4) Troubleshooting and repair service; and</p>	<p>The requirement remains unchanged. Five <b>different</b> customer references are required to comply with this requirement.</p>

	<p>5) Service desk support. If the Respondent provides all 5 services to a single reference account or across 2-3 reference accounts, is it necessary to provide 5 references?</p>	
10	<p>M3 Service levels / Tables in Mandatory Requirements M3 states: 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. 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.</p> <p>The requirement is followed by this table which seems to relate to the requirements of M2 as opposed to that of M3. Can you please clarify? Further can you please confirm that these tables which form part of each mandatory requirement are to be completed with Yes/No responses and/or dates and client names as appropriate, and that this constitutes "a detailed description of how it meets the above requirement" as per each Mandatory requirement?</p> <p>Name of Customer/Wi-Fi service implementation timeframe/Wi-Fi service configuration or re-configuration/ Wi-Fi service optimization/Wi-Fi trouble-shooting and repair service/Wi-Fi service desk support</p>	<p>The table headings in Mandatory Requirement 3 are incorrect. The Table Headings for the five Service Levels should be: "Wi-Fi Implementation Timeframe"; "Wi-Fi Availability"; "Wi-Fi Average Network Response Time"; "Wi-Fi Mean Time To Repair" and "Wi-Fi Reporting Regularity".</p> <p>The tables should be completed with Customer name information and yes responses as appropriate with an accompanying detailed explanation. The "Customer name information" and "yes" responses alone within the table do not constitute a ". . . detailed description of how it meets the requirement . . ."</p> <p>As required in the ITQ Mandatory Requirements, Respondents must provide detailed descriptions of how they meet requirements. A detailed description is considered to be the provisioning of explanatory and contextual information that demonstrates that the requirement has been fulfilled and not simply the repetition of key words or phrases from a requirement.</p>
11	<p>Although the responses are relatively straight forward, coordinating with the large number of reference accounts required is a very time consuming process. We would like to request an additional one week extension for the closing date to December 15th, 2016.</p>	<p>SSC will extend the ITQ closing date to Friday, December 16, 2016</p>

12	<p>Section 2.1 - Definition of Bidder The "Definition of Bidder" clause is incorporated into this ITQ through reference to Standard Instructions, Clauses and Conditions in Section 2.1 of the ITQ document (page 6 of 20).</p> <p>Please confirm that inclusion of this clause does not restrict the Respondent from quoting corporate projects conducted potentially outside Canada and therefore necessarily by the Bidder's parent company, or by the Respondent's affiliates due to their corporate structure, and revise the wording around reference requirements accordingly. All affiliates are wholly owned by the Respondent.</p>	<p>The requirements remain unchanged. The Respondent means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a response. It does not include the parent, subsidiaries or other affiliates of the Respondent or its subcontractors. Any previous experience of the Respondent must have been obtained by the Respondent itself. Please refer to section 1.4 and 1.15 of SSC's Standard Instructions.</p>
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**2 – At Annex A – Qualification Requirements, the following table SUPERSEDES and REPLACES the current version in Mandatory Requirement 3: Service Levels of this ITQ:**

	Name of Customer	Wi-Fi Implementation Timeframe	Wi-Fi Availability	Wi-Fi Average Network Response Time	Wi-Fi Mean Time to Repair	Wi-Fi Reporting Regularity
1						
2						
3						