
SHARED SERVICES CANADA

Invitation to Qualify (ITQ)

for the Procurement Process for the Correctional Service of Canada (CSC)

Inmate Telephone System (ITS)

ITQ AMENDMENT 002

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| Invitation to Qualify No. | 16-46721/A | Date | December 22, 2016 |
| File No. | C32-CSC-46721 | GETS Reference No. | PW-16-00757195 |

ITQ Amendment 002 is issued to:

1. Respond to questions 1 through 10 received the during the solicitation period; and
2. Amend the ITQ documents.

1. Questions and Answers 1 through 10:

Question 1: ITS ITQ Annex A

*Correctional environment for inmates in which offenders are incarcerated are defined as Canadian provincial jails, youth corrections facilities, remand centres, and/or federal correctional facilities.' This clause excludes all but a handful of companies. It will permit American Companies with Canadian experience to bid, but Canadian companies bidding in a joint venture alongside American experience would be disqualified. We have much experience as noted above but so far none of it in Canada. CSC modified this clause to permit us to bid in the previous RFP and we would request SSC make a similar change to this clause in the ITQ and delete the requirement for Canadian Correctional Experience. This will ensure the best possible price for inmates.

Answer 1: Agree. See revised Annex A.

Question 2: ITS ITQ SOW Annex A Article 5.1

We continue to be concerned about the wording of this requirement. 'Ability to monitor, control and report on inmate telephone use.... by Province, Region, Nat'l/All.' In its strictest interpretation, this could be used to exclude all bidders except the current provider; raising questions about the integrity of the bid process should the incumbent be selected for contract award. We know of no other jurisdiction in North America which organizes itself in this fashion and therefore cannot understand how CSC or SSC expects to find a provider with three years' experience to a single client organization. To be clear, we believe this clause gives Canada the option to disqualify all bidders except for the incumbent. We do not believe that is CSC or SSC's intention and therefore request that the wording be changed. We would respectfully suggest the following. 'The ability and/or capacity to monitor, control and report in a multi-tiered structure, i.e. by Institution, Province, Region, Nat'l/All, etc.' Providers who can demonstrate at least two tiers of privileges could reasonably be expected to have the capacity to deliver three or more with the appropriate platform modifications. We would also suggest that SSC seek out providers which have developed and own their platforms. Providers which operate their platforms under license or lease will have diminished capacity to meet CSC requirements now and in the future.

Answer 2: The requirement remains as stated. For clarification, Bidders must ensure their proposed solution has, at a minimum, three (3) tiers of capability/privileges at bid closing.

Question 3: ITS ITQ Annex A and Annex B

Supplier X is interested in participating in the ITQ with a JV partner, a Canadian national service provider that meets the requirements stipulated in Annex B, while Supplier X fully meets Annex A requirements, however with a non-Canadian reference.

Could that be allowed, since the Joint Venture could offer CSC a proven, best-of-breed technology, service and business knowhow which meets the current and future needs of the CSC ITS system in all respects?

Answer 3: Confirmed that the reference can be non-Canadian.

Question 4: ITS ITQ Article 3.3 and ITS ITQ Annex B

In the same context as Q6, can CSC please detail the specific technical, functional and/or business requirements describing the Mandatory Coverage Locations in Canada requirements such that alternatives to the requirement for bidders ability to have, "at a minimum, one local exchange number in the identified locations" could be designed and deployed by multiple providers? In advance of these clarifications being made available, we would ask that this requirement be removed as a condition of the ITQ and that the dialogue surrounding requirements be reserved for the RRR phase.

Answer 4: Confirmed that Mandatory Coverage Locations (Annex B Mandatory Certification 1) is deleted from the ITQ. See revised ITQ Article 3.3(d)(i) and Annex B.

Question 5: ITS ITQ Annex B

We request that Annex B Mandatory Certification 1.) be deleted. This requirement for working phone numbers in designated exchanges means all Inmate Phone Service companies would be eliminated. Only the large telecoms such as Bell and Telus could potentially comply and Federal inmates would not get the rate relief they deserve. It is restrictive and unnecessary to require bidders to have exchanges in each region to demonstrate capacity to deliver carrier grade quality to all federal prisons.

Answer 5: Confirmed that Mandatory Coverage Locations (Annex B Mandatory Certification 1) is deleted from the ITQ. See revised ITQ Article 3.3(d)(i) and Annex B.

Question 6: ITS SOW Article 3.2

In preparation for the Industry engagement through the RRR process, can CSC please detail the specific technical, functional, and/or business requirements describing the voice services such that Industry would be provided the necessary freedom to design and deploy a compliant and sustainable solution leveraging current state technologies?

Answer 6: Accepted. Confirmed that it is strictly at the point which an inmate interfaces with the telephone device, either on a wall, table or a mobile cart, etc., which cannot be a VOIP or cellular solution. See revised SOW Article 3.2.

Question 7: ITS SOW Article 3.2

Since we will be proposing a dedicated, on-premise ITS system for CSC, could Supplier X's partner be a national, recognized and approved Canadian service operator where the proposed ITS solution would utilize the partner's connectivity to the external world, and would not utilize the partner's VOIP service?

Answer 7: Accepted. Confirmed that it is strictly at the point which an inmate interfaces with the telephone device, either on a wall, table or a mobile cart, etc., which cannot be a VOIP or cellular solution. See revised SOW Article 3.2.

Question 8: ITS SOW Article 3.2

Voice over Internet Protocol is proven technology that will deliver quality, security and the rate reductions that inmates deserve. No provider can guarantee that a call from a federal prison will not be delivered by VoIP. We respectfully request that SSC consider a VoIP solution for the ITS and delete the portion of the clause which reads 'The ITS must not be a VoIP solution.'

Answer 8: Accepted. Confirmed that it is strictly at the point which an inmate interfaces with the telephone device, either on a wall, table or a mobile cart, etc., which cannot be a VOIP or cellular solution. See revised SOW Article 3.2.

Question 9: ITS SOW Article 5.2

We would also request that the requirement for Inmate telephone enclosures in Annex A be deleted. For instance, the project reference we might view as most appropriate for this IFQ might not include telephone enclosures. This does not mean we have no experience with enclosures (although few if any customers request them for fear the enclosures themselves could be weaponized). We have installed enclosures in other projects, mostly for video phone services and are confident the type of enclosures we have visited at CSC institutions would not be a challenge. We would submit that enclosures would not pose a challenge for any experienced bidder and they should be removed from the ITQ and the bid itself.

Answer 9: Not accepted. Requirement remains as stated.

Question 10: Standard Instructions. Certifications 2.1 a: Equipment and Software 'Off the Shelf.'

To our knowledge, no jurisdiction does business in the precise fashion laid out in the scope/statement of work, with the possible exception of the incumbent provider. Therefore it would be unrealistic to expect any other provider to be able to provide three years of service. This clause would have a significant and detrimental impact on the number of companies allowed to bid and would give Canada the power to potentially exclude all but the incumbent provider. We respectfully submit that there is no ITS operator (other than possibly the current provider) which is currently operating a commercially available service with the ability to monitor, control and report... by Province, Region, Nat'l/All. There is also no jurisdiction which requires the ITS operator to control and administer user privileges precisely as required in the SSC/CSC bid. We would request that SSC modify the language here to accommodate in-house modifications to our proprietary platform by our engineers on contract award in order to meet CSC requirements.

Answer 10: Unless specifically identified in the ITQ or Statement of Work, all clauses in the SSC Standard Instructions are not automatically applicable to every solicitation. The intent was simply to provide potential bidders with this procurement guidance document on the generic solicitation process when conducted by Shared Services Canada.

In this ITQ and Statement of Work there is no mention that all products bid must be in current production meaning that clauses 1.8(b) and 2.1(a) are therefore not applicable to this solicitation. Additionally, ITQ Clause 2.1(a) states that if there is a conflict between the provisions of SSC's Standard Instructions and this document, this document (ITQ) shall prevail.

Solicitation No. - N° de l'invitation
16-46721/A

Amd. No. - N° de la modif.
ITQ SOL AMD 001

Buyer ID - Id de l'acheteur
C32

Client Ref. No. - N° de réf. du client
RAS 16-46721-0

File No. - N° du dossier
C32.CSC.46721

Contract No./N° Contrat

2. Revised ITQ and Annex A posted separately.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.