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## SHARED SERVICES CANADA

### Invitation to Qualify (ITQ)

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

### Inmate Telephone System (ITS)

### ITQ AMENDMENT 003

Invitation to Qualify No.	16-46721/A	Date	January 5, 2017
File No.	C32-CSC-46721	GETS Reference No.	PW-16-00757195

**ITQ Amendment 003 is issued to:**

1. Respond to questions 11 through 14 received the during the solicitation period.
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**1. Questions and Answers 11 through 14:**

**Question 11: ITS ITQ Annex A**

In Annex A of the ITQ, Canada has removed the requirement to demonstrate experience providing a direct-dial telephone service in Canadian correctional environments. One of the key considerations for Canadian facilities, and particularly the federal facilities, is the ability to provide services in Canada's Official Language of the inmate's choice. Section 14.1.2 of the SOW states that "The ITS is of a National scope and must be implemented in each of the five (5) Regions of CSC encompassing all the Territories and Provinces of Canada. Therefore, the ITS must incorporate both Official Languages in all aspects of its services." CSC must have the ability to service both inmates and the Canadian public in the Official Language of their choice. While SSC has deleted the requirement to demonstrate proficiency in providing inmate telephone services in Canada, would they please revise the requirements to include proficiency in providing inmate telephone services in both Official Languages (regardless of the country)? Such a requirement could be incorporated as follows in Annex A of the ITQ:

*"The Bidder must have completed one (1) project implementing a direct-dial telephone service used to make outgoing local and long-distance calls. The service must have been delivered in both French and English in a correctional environment for inmates."*

**Answer 11:** No change. ITQ Annex A Corporate Experience Qualification Requirement remains unchanged. However, during the RFP stage, Canada's Official Language Policy requirement at SOW Section 14.1.2 will be a mandatory criterion.

**Question 12: ITS ITQ**

This is a follow-up question regarding joint ventures. Would SSC please confirm that if a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of any resulting contract? This is as set out in Section 1.4 (c) of the Standard Instructions for Procurement Documents that was distributed to bidders, and includes security and data sovereignty requirements.

**Answer 12:** Confirmed.

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### Question 13: ITS ITQ Annex A

Regarding Question and Answers# 4 and #5 that were released in Amendment 002, a potential respondent asked for removal of the requirement to have a local exchange number in the listed locations. SSC responded by removing both the requirement for one local exchange number and the requirement for telephone service coverage in the locations identified. As the primary purpose of the Project is to provide a telephone system service to allow inmates to have audio communications, it is critical that the potential respondents are able to provide telephone service coverage in the locations identified. As this requirement is the core basis of the contract to be awarded, the requirement must remain mandatory at all stages of the procurement process.

Respectfully, please confirm that SSC will reinstate the mandatory certification requirement in Annex B of the ITQ regarding the provision of telephone service coverage as follows:

*"The Bidder certifies that, on the date it submits its response to the Inmate Telephone System ITQ No. 16-46721/A, it is providing or is capable of providing at time of ITQ submission telephone service coverage in the locations identified below..."*

**Answer 13:** No change during the ITQ phase. However, during the RFP stage, this requirement will be a mandatory criterion.

### Question 14: ITS ITQ

Would SSC please confirm through this Q&A to all potential respondents that there will be an RRR phase for this procurement? The Invitation to Qualify (ITQ) document, sub-section 1.3 ("Overview of Anticipated Procurement Process") indicates that Canada currently anticipates that the procurement process will include a Review and Refine Requirements (RRR) phase following the ITQ phase. Canada further indicates the objective of the RRR phase is to obtain feedback from Qualified Respondents on Canada's preliminary requirements for the Project and we believe this is an important goal to ensure the success of the project.

**Answer 14:** Confirmed. Below is a sample schedule of events following the ITQ Closing Date:

- Step 1: Posting of successful Qualified Respondents (QRs) on BuyandSell.gc.ca (1-2 weeks after ITQ Closing Date);
- Step 2: Review and Refine Requirement (RRR) Kick-Off Meeting in Ottawa, Ontario with all successful QRs, which will include finalizing date for mandatory Site Visit (location and date TBD);
- Step 3: Provide all QRs with minimum 2 weeks to review draft Contract, Statement of Work and Evaluation Criteria; and to permit QRs to submit topics for discussion during individual one-on-one RRR sessions;
- Step 4: Individual one-on-one RRR sessions (# of sessions, location and dates TBD);
- Step 5: Final revisions to RFP documents by Contracting/Technical Authorities; and
- Step 6: Release of RFP documents direct to QRs.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**