



## SHARED SERVICES CANADA

### Invitation to Qualify for the Procurement Process for Videoconferencing Procurement Vehicle (VCPV)

Invitation to Qualify No.	00754048/B	Date	September 29, 2017
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Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario, K1P 0B5		
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Closing Date and Time	October 24, 2017 – 14:00		
Time Zone	Eastern Daylight Time (EDT)		
Destination of Goods/Services	Not Applicable – Pre-Qualification Process Only		
Email Address for Submitting your Response by the Closing Date	<a href="mailto:SSC.telecomconsultation-consultationtelecom.SPC@canada.ca">SSC.telecomconsultation-consultationtelecom.SPC@canada.ca</a>		

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# 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 the VCPV initiative (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 pre-qualified 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:** The anticipated VCPV requirements consist of provisioning video conference (VC) equipment, software, licenses, and services, including but not restricted to codecs, cameras, microphones, integrated endpoints, and other VC specific components. It may also consist of provisioning VC infrastructure equipment, software, licenses, and services, such as but not restricted to gateways, gatekeepers, bridges, content servers, enterprise management platforms, and other related components.

The VCPV is intended to provide the best value to SSC and its clients, while allowing SSC to refine standards and minimize complexities.

SSC will continue to pursue setting standards to meet its business needs in conjunction with input from industry to ensure such standards are supportable and sustainable. Standards set forth in the Project and any contract(s), standing offer(s), and/or supply arrangement(s) that may result from this procurement process will encourage an open and inter-operable environment.

- b) **Scope of Anticipated Procurement:**
  - i. **Potential Client Users:** This ITQ is being issued by SSC. It is intended that the contract(s), standing offer(s), and/or supply arrangement(s) 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 whom 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 Contract(s):** SSC will determine the number of contract(s), standing offer(s), and/or supply arrangement(s) to be awarded and their subsequent period(s) of initial term(s) and/or option year(s) during the RRR phase.
- iii. **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.
- iv. **Comprehensive Land Claims Agreements:** This requirement is for delivery all across Canada. A portion of this requirement may be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).
- v. **Controlled Goods Program:** This procurement may be subject to the Controlled Goods Program. The final status of the procurement will be confirmed in any subsequent solicitation.

### 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.
- b) **Review and Refine Requirements (RRR) Phase:** The RRR process with the Qualified Respondents will follow the ITQ phase. 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.
- c) **Request for Proposals (RFP), Request for Standing Offers (RFSO), and/or Request for Supply Arrangements (RFSA) Phase:** Canada anticipates but is not obligated to releasing an RFP, RFSO and/or RFSA to those Qualified Respondents who remain qualified at the time the RFP, RFSO and/or 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

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 Telecom Inc.
- b) TPG Technology Consulting Ltd.

## 2. INSTRUCTIONS FOR RESPONDENTS

### 2.1 Standard Instructions, Clauses and Conditions

- a) 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 as Appendix 1.
- 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

- a) All enquiries regarding this ITQ must be submitted by email to: SSC.telecomconsultationconsultationtelecom.SPC@canada.ca no later than 15 Federal Government Working Days (FGWDs) before the ITQ closing date. Enquiries received after that time may not be answered.
- b) Respondents should reference as accurately as possible the section and numbered item of the ITQ to which the enquiry relates. Care should be taken by Respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer.
- c) Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Respondents. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada.

### 2.3 Submission of Only One Response

- a) A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a joint 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 two (2) FGWDs to identify the single response to be considered by Canada. Failure to meet this deadline may result in all 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:
  - 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*;
  - iii. 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.

### 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:

a) **Response Submission Form 1 (Requested at ITQ Closing)**: Respondents are requested to include a completed Response Submission Form 1 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 Response Submission Form 1 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)**: Respondents are requested to include a completed Qualification Requirements (Annex A) with their Responses. Annex A provides a common form in which Respondents can provide information required for evaluation. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by Annex A 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.

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

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.

Definitions:

Federal Government Working Day (FGWD): A calendar day, except for Saturday, Sunday and the following holidays:

- a) New Year's Day<sup>1</sup>;
- b) Good Friday and Easter Monday;
- c) Victoria Day;
- d) St-Jean Baptiste Day<sup>1</sup>;
- e) Canada Day<sup>1</sup>;
- f) First (1st) Monday in August;
- g) Labour Day;
- h) Thanksgiving Day;
- i) Remembrance Day<sup>1</sup>;
- j) Christmas Day<sup>1</sup>; and
- k) Boxing Day<sup>2</sup>.

<sup>1</sup>If this holiday occurs on a Saturday or Sunday, then the following Monday will be a holiday.

<sup>2</sup> If this holiday occurs on a Saturday, then the following Monday will be a holiday. If this holiday occurs on a Sunday or Monday, then the following Tuesday will be a holiday.

Region:

- a) Pacific: The entire province of British Columbia;
- b) Western: The entire provinces of Alberta, Manitoba and Saskatchewan;
- c) Ontario: The entire province of Ontario, with the exception of the National Capital Region;
- d) National Capital: Bounded on the west by a north-south line running from, and including the cities of Petawawa to Kingston, as far north as Maniwaki, Quebec, on the east by the Ontario-Quebec border on the south by the St. Lawrence River (includes Gatineau-Maniwaki and Masson-Angers areas);
- e) Quebec: The entire province of Quebec, with the exception of the National Capital Region; and
- f) Atlantic: The entire provinces of Nova Scotia, New Brunswick, Prince Edward Island (PEI), and Newfoundland, including Labrador.



### 3.4 Electronic Submission of Response

- a) **Email Submission of Response:** 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:
  - i. 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.
- 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:
- i. 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 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.

## 4. PROCESS FOR EVALUATING RESPONSES

### 4.1 Evaluation of Respondent Qualifications

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

### 4.2 Basis of Qualification

- a) Each Respondent whose response meets all 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 five (5) FGWDs (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 re-evaluated for the subsequent phases of the procurement process, unless Canada determines in its sole discretion to conduct a second qualification round.
- d) 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.

## ANNEX A QUALIFICATION REQUIREMENTS

Response Form for Mandatory Experience Requirement 1	
<b>Respondent's Name</b>	
<b>Respondent's Address</b>	
<b>Mandatory Experience Requirement 1 – Original Equipment Manufacturer (OEM) Enterprise Service(s)</b>	
<p>The Respondent must be an OEM and provide a minimum of three (3) videoconference customer organization references, who the Respondent or any of its authorized dealer(s) (AD) have provided services to, for a minimum of two (2) consecutive years, within the last ten (10) years, and describe with detailed examples how each reference:</p> <ol style="list-style-type: none"> <li>1. Serves an organization of five thousand (5,000) employees or more;</li> <li>2. Supports operational requirements and clearly demonstrates their ability to provide solutions that are:               <ol style="list-style-type: none"> <li>2.1. Designed for large complex operational environments that provide:                   <ol style="list-style-type: none"> <li>2.1.1. Scalability;</li> <li>2.1.2. Security;</li> <li>2.1.3. Monitoring;</li> <li>2.1.4. Statistical reporting;</li> <li>2.1.5. Scheduling;</li> <li>2.1.6. Reliability; and</li> <li>2.1.7. Performance</li> </ol>                     for organizations such as but not limited to the Government of Canada; and                 </li> <li>2.2. Interoperable with recognized industry standards. Videoconference endpoints can be a combination of software codecs and hardware devices.</li> </ol> </li> <li>3. Has:               <ol style="list-style-type: none"> <li>3.1. Manufactured;</li> <li>3.2. Marketed;</li> <li>3.3. Supplied;</li> <li>3.4. Tested;</li> <li>3.5. Implemented; and</li> <li>3.6. Maintained</li> </ol>               large complex videoconferencing endpoints hardware/software and infrastructure (bridging and management tools).             </li> <li>4. Provides operational capabilities with:               <ol style="list-style-type: none"> <li>4.1. A full range of videoconference codecs and solutions for applications for small, medium, and large/custom room installations; and</li> <li>4.2. Either:                   <ol style="list-style-type: none"> <li>4.2.1. A full range of infrastructure hardware/software solutions (gateways, gatekeepers, bridges, content recording); or</li> <li>4.2.2. An alternative infrastructure solution (i.e. cloud-based)</li> </ol> </li> </ol> </li> </ol>	<p><i>[Confirm "Yes" or "No"]</i></p>

**Reference Project for Mandatory Experience Requirement 1**

<b>Project 1 Name</b>	
Project 1 Duration: <ol style="list-style-type: none"> <li>1. Contract start date;</li> <li>2. Contract end date;</li> <li>3. Implementation start date; and</li> <li>4. Implementation end date</li> </ol>	
Project 1 Description & Examples: If the Respondent is not the entity providing direct services for any of the following Mandatory Experience Requirements, please identify which authorized dealer(s) (AD) is for each. <ol style="list-style-type: none"> <li>1. Mandatory Experience Requirement 1;</li> <li>2. Mandatory Experience Requirement 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, and 2.2 (outline what standard(s) the OEM abides to);</li> <li>3. Mandatory Experience Requirement 3.1, 3.2, 3.3, 3.4, 3.5, and 3.6; and</li> <li>4. Mandatory Experience Requirement 4.1 and either 4.2.1 or 4.2.2.</li> </ol>	
Name of Customer Organization 1	
Primary Customer Organization 1 Contact Name	
Primary Customer Organization 1 Contact Telephone	
Primary Customer Organization 1 Contact Email	
Backup Customer Organization 1 Contact Name	
Backup Customer Organization 1 Contact Telephone	
Backup Customer Organization 1 Contact Email	
<b>Project 2 Name</b>	
Project 2 Duration: <ol style="list-style-type: none"> <li>1. Contract start date;</li> <li>2. Contract end date;</li> <li>3. Implementation start date; and</li> <li>4. Implementation end date</li> </ol>	

<p><b>Project 2 Description &amp; Examples:</b>  If the Respondent is not the entity providing direct services for any of the following Mandatory Experience Requirements, please identify which AD is for each.</p> <ol style="list-style-type: none"> <li>1. Mandatory Experience Requirement 1;</li> <li>2. Mandatory Experience Requirement 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, and 2.2 (outline what standard(s) the OEM abides to);</li> <li>3. Mandatory Experience Requirement 3.1, 3.2, 3.3, 3.4, 3.5, and 3.6; and</li> <li>4. Mandatory Experience Requirement 4.1 and either 4.2.1 or 4.2.2.</li> </ol>	
Name of Customer Organization 2	
Primary Customer Organization 2 Contact Name	
Primary Customer Organization 2 Contact Telephone	
Primary Customer Organization 2 Contact Email	
Backup Customer Organization 2 Contact Name	
Backup Customer Organization 2 Contact Telephone	
Backup Customer Organization 2 Contact Email	
<b>Project 3 Name</b>	
<p><b>Project 3 Duration:</b></p> <ol style="list-style-type: none"> <li>1. Contract start date;</li> <li>2. Contract end date;</li> <li>3. Implementation start date; and</li> <li>4. Implementation end date</li> </ol>	
<p><b>Project 3 Description &amp; Examples:</b>  If the Respondent is not the entity providing direct services for any of the following Mandatory Experience Requirements, please identify which AD is for each.</p> <ol style="list-style-type: none"> <li>1. Mandatory Experience Requirement 1;</li> <li>2. Mandatory Experience Requirement 2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, and 2.2 (outline what standard(s) the OEM abides to);</li> <li>3. Mandatory Experience Requirement 3.1, 3.2, 3.3, 3.4, 3.5, and 3.6; and</li> <li>4. Mandatory Experience Requirement 4.1 and either 4.2.1 or 4.2.2.</li> </ol>	
Name of Customer Organization 3	

Primary Customer Organization 3 Contact Name	
Primary Customer Organization 3 Contact Telephone	
Primary Customer Organization 3 Contact Email	
Backup Customer Organization 3 Contact Name	
Backup Customer Organization 3 Contact Telephone	
Backup Customer Organization 3 Contact Email	

**Note: Respondents should add extra Reference Project Forms as required**

<b>Response Form for Mandatory Experience Requirement 2</b>	
<b>Respondent's Name</b>	
<b>Respondent's Address</b>	
<b>Mandatory Experience Requirement 2 – Distribution Channel(s)</b>	
<p>The Respondent must clearly describe their distribution procedures for at least one (1) of the following three (3) channels:</p> <ol style="list-style-type: none"> <li>1. Indirect distribution channel – The Respondent must:               <ol style="list-style-type: none"> <li>1.1. Have a minimum of five (5) Authorized Dealers (AD), of which a minimum:                   <ol style="list-style-type: none"> <li>1.1.1. Three (3) must have national Canadian coverage including all Regions; and</li> <li>1.1.2. One (1) must be recognized as an Aboriginal entity;</li> </ol> </li> <li>1.2. Have all ADs certified to provide a full range of services, including:                   <ol style="list-style-type: none"> <li>1.2.1. Planning;</li> <li>1.2.2. Implementing;</li> <li>1.2.3. Troubleshooting;</li> <li>1.2.4. Maintenance; and</li> <li>1.2.5. Repair; and</li> </ol> </li> <li>1.3. Provide a detailed description of certification requirements for AD qualification;</li> </ol> </li> <li>2. Direct distribution channel – The Respondent must:               <ol style="list-style-type: none"> <li>2.1 Be certified to provide a full range of services with national Canadian coverage including all Regions, including:                   <ol style="list-style-type: none"> <li>2.1.1 Planning;</li> <li>2.1.2 Implementing;</li> <li>2.1.3 Troubleshooting;</li> <li>2.1.4 Maintenance; and</li> <li>2.1.5 Repair;</li> </ol> </li> <li>2.2 Describe how it achieves services coverage across each Region;</li> <li>2.3 Describe how its employees are qualified and certified to perform services outlined in 2.1 above; and</li> <li>2.4 Partner with at least one (1) recognized Aboriginal entity prior to any contract(s) award; or</li> </ol> </li> <li>3. Hybrid distribution channel (combination of indirect and direct channels) – The Respondent must describe how their distribution channel(s) provides a full range of services, as described in 1 and 2 above.</li> </ol>	<p><i>[Confirm “Yes” or No”]</i></p>

**Reference Project for Mandatory Experience Requirement 2**

The Respondent is responding to channel:

1. Complete the reference rows below for as many ADs as required; or

Name of Authorized Dealer	
Primary Authorized Dealer Contact Name	
Primary Authorized Dealer Contact Telephone	
Primary Authorized Dealer Contact Email	
Backup Authorized Dealer Contact Name	
Backup Authorized Dealer Contact Telephone	
Backup Authorized Dealer Contact Email	

The Respondent is responding to channel:

2. Indicate how each of the requirements are met

Name of Authorized Distributer	
Primary Authorized Distributer Contact Name	
Primary Authorized Distributer Contact Telephone	
Primary Authorized Distributer Contact Email	
Backup Authorized Distributer Contact Name	
Backup Authorized Distributer Contact Telephone	
Backup Authorized Distributer Contact Email	

The Respondent is responding to channel:

3. Indicate how each of the requirements are met

Name of Authorized Dealer/s	
Primary Authorized Dealer/s Contact Name	
Primary Authorized Dealer/s Contact Telephone	
Primary Authorized Dealer/s Contact Email	
Backup Authorized Dealer/s Contact Name	
Backup Authorized Dealer/s Contact Telephone	



Backup Authorized Dealer/s Contact Email	
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**Note: Respondents should add extra Reference Project Forms as required.**

<b>Response Form for Mandatory Experience Requirement 3</b>	
<b>Respondent's Name</b>	
<b>Respondent's Address</b>	
<b>Mandatory Experience Requirement 3 – Help-Desk(s)</b>	
<p>The Respondent must provide one (1) customer organization reference to whom they have provided services for a minimum of two (2) consecutive years, within the last ten (10) years, and describe with detailed examples how they provided the following videoconferencing services:</p> <ol style="list-style-type: none"> <li>1. Bilingual (French and English) multi-level help-desk support;</li> <li>2. A dedicated toll-free number;</li> <li>3. Supports an organization of five thousand (5,000) or more employees;</li> <li>4. Across Canada; and</li> <li>5. Continuous support and maintenance:               <ol style="list-style-type: none"> <li>a. 24 hours per day;</li> <li>b. 7 days per week;</li> <li>c. 365 days per calendar year; and</li> <li>d. With a 2 hour or less response time across:                   <ol style="list-style-type: none"> <li>i. Canada; and</li> <li>ii. In each Region.</li> </ol> </li> </ol> </li> </ol>	<p><i>[Confirm "Yes" or "No"]</i></p>
<b>Reference Project for Mandatory Experience Requirement 3</b>	
<b>Project Name</b>	
<b>Project Duration:</b> <ol style="list-style-type: none"> <li>1. Contract start date;</li> <li>2. Contract end date;</li> <li>3. Implementation start date; and</li> <li>4. Implementation end date</li> </ol>	
<b>Project Description &amp; Examples:</b> <ol style="list-style-type: none"> <li>1. Mandatory Experience Requirement 3.1;</li> <li>2. Mandatory Experience Requirement 3.2;</li> <li>3. Mandatory Experience Requirement 3.3;</li> <li>4. Mandatory Experience Requirement 3.4; and</li> <li>5. Mandatory Experience Requirement 3.5</li> </ol>	
Name of Customer Organization	
Primary Customer Organization Contact Name	
Primary Customer Organization Contact Telephone	
Primary Customer Organization Contact Email	
Backup Customer Organization Contact Name	
Backup Customer Organization Contact Telephone	
Backup Customer Organization Contact Email	

**Note: Respondents should add extra Reference Project Forms as required.**

## FORM 1 – RESPONSE SUBMISSION FORM

Invitation to Qualify Response Submission Form			
Respondent's full legal name  <i>In the case of a joint venture, please identify all members.</i>			
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name		
	Title		
	Address		
	Telephone #		
	Fax #		
	Email		
Respondent's Procurement Business Number (PBN)  <i>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.</i>			
Former Public Servants  <i>Please see the Section of SSC's Standard Instructions entitled "Former Public Servants" for more information.</i>  <i>If you are submitting a response as a joint venture, please provide this information for each member of the joint venture.</i>	Is the Respondent a Former Public Servant in receipt of a pension as defined in SSC's Standard Instructions? <b>If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant"</b>	Yes	
		No	
	Is the Respondent a Former Public Servant who received a lump sum payment under the terms of the work force adjustment directive? <b>If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant"</b>	Yes	
		No	
Requested language for future communications regarding this procurement process – <i>please indicate either French or English</i>			
Requested Canadian province or territory for applicable laws			
Security Clearance Level of Respondent  <i>Please ensure that the security clearance matches the legal name of the Respondent. If it does not, the security clearance is not valid for the Respondent.</i>	Clearance Level		
	Date Granted		
	Issuing Entity (PWGSC, RCMP, etc.)		
	Legal name of entity to which clearance issued		
On behalf of the Respondent, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by reference into the ITQ, and I certify and agree that: 1. 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 reference into it .			
Signature of Authorized Representative of Respondent			

## **ANNEX B – PRELIMINARY SECURITY REQUIREMENTS CHECKLIST (SRCL)**

**To be provided at a later date**