



**RETURN QUOTES BY EMAIL TO :**

**james.graves2@canada.ca**

**Proposal to: Shared Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition à : Services partagés Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)**

**Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Procurement Business Number (PBN)**

\_\_\_\_\_

**Bidder MUST identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire**

**Name /Nom**

**Title/Titre**

**Signature**

**Date (yyyy-mm-dd)/(aaaa-mm-jj)**

(\_\_\_\_)\_\_\_\_\_

**Telephone No. – No de téléphone**

(\_\_\_\_)\_\_\_\_\_

**Fax No. – No de télécopieur**

\_\_\_\_\_

**E-mail address – Adresse de courriel**

**REQUEST FOR QUOTATION /  
DEMANDE DE PRIX**

<b>Title – Sujet</b>	
Avaya CM G400 Solution for CFB Borden	
<b>Solicitation No. – No de l'invitation</b>	<b>Date</b>
R00016006/B	October 23, 2017
<b>Client Reference No. – N° référence du client</b>	
R00016006	
<b>Solicitation closes – L'invitation prend fin</b>	<b>Time zone – Fuseau horaire</b>
<b>October 31, 2017 at 2 :00pm</b>	EDT/HAE Eastern Daylight Time/ Heure Avancée de l'Est
<b>Contracting Authority – Autorité contractante</b>	
James Graves james.graves2@canada.ca <b>Issuing Office – Bureau de distribution</b> <b>SSC   SPC</b> <b>Procurement and Vendors Relationships   Achats et relations avec les fournisseurs</b> <b>180 Kent, 13th Floor</b> <b>Ottawa, Ontario</b> <b>K1P 0B6</b>	
<b>Telephone No. – No de téléphone</b>	
(613) 668-9563	
<b>Destination - Destination</b>	
83 Lundy Lane, EDC Bldg O-215 CFB Borden P.O. Box 1000, Station Main Borden ON, L0M 1C0	



## Request for Quotation

### National Security Exception

On May 4, 2014, the Government of Canada announced on the Government Electronic Tendering Service that it had invoked the National Security Exception under the trade agreements in respect of procurements related to end user device hardware, software and associated support services for Shared Services Canada. As a result, this requirement is subject to the National Security Exception and none of the Trade Agreements apply to this requirement.

## PART 1 GENERAL INFORMATION

### 1.1 Introduction

The bid solicitation is divided into five parts in addition to the annexes and forms, as follows:

**Part 1** General Information: provides a general description of the requirement;

**Part 2** Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

**Part 3** Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

**Part 4** Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

**Part 5** Certifications: includes the certifications to be provided;

### The List of Annexes

Annex A – Statement of Work

Annex B – Pricing Sheet

Annex C – Resulting Contract Clauses

### The List of Forms

Form 1 – OEM Certification Form

Form 2 – Integrity Form

Form 2A – Supply Chain Security Information Form

Form 3 – Substantiation of Technical Compliance



## 1.2 Requirement

Shared Services Canada (SSC) Enterprise Data Centre (EDC) complex (Bldg. O-215) is being constructed for DND at 83 Lundy Lane, Borden, Ontario. SSC/DND requires a contractor to provide a Telephony Solution based on Avaya Communication Manager (G400 series) solution.

The contractor will design, configure and implement an Avaya Aura Communication Manager, Release 7.1 communications system solution with voice trunking to CFB Borden base PBX 3712.

- Rack-mounted Avaya Aura Communication Manager, Release 7.1 (JITC) with quantity one (1) G430 gateway, one (1) G450 gateway, up to sixty four (64) VoIP (H.323) phones, twenty six (26) Analogue Ports, two (2) analog (E&M) trunks, and two (2) T1-PRI Tie Trunks (to the Borden PBX in building T150 (CS1000), (see Appendix B for recommended BOM)
- Twelve (12) 9221 analogue sets of which nine (9) will be installed,
- Sixty four (64) 9608G VoIP sets of which fifty five (55) will be installed,
- Three (21) B189 VoIP conference sets with expansion microphones of which two (2) will be installed,
- Two (2) fax machines (supplied by SSC)
- One (1) T1-PRI (Q-Sig) Tie trunk to CFB Borden PBX 3712 over existing fibre via a Luxcom Two (2) OM-200 Multiplexers (supplied by Contractor),
- One (1) UPS (Eaton) and batteries as defined in appendix (supplied by Contractor),
- Configuration of hardware and software as noted with this SOW,
- Configuration and Installation of ancillary equipment and sets as per SSC/DND documentation (User Profile Worksheet to be provided by DND),
- On Site training for USERS on phones, features and voice mail for key personnel (train the trainers) (no more than five (5) persons with duration not less than 4 hours) with supporting material left and re-useable by the trainers,
- On Site training for SYSTEM ADMINISTRATORS covering adds, moves and changes of people and phones, system troubleshooting, and system auditing for key personnel (no more than five (5) personnel with duration not less than 2 days) with supporting material left and re-useable by the DND & SSC, and
- One (1) Years support and maintenance contract.



## PART 2 BIDDER INSTRUCTIONS

### 2.1 Mandatory Requirements

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will receive no further consideration.

### 2.2 Signatures

Bidders MUST sign Page 1 (front page) of the Request for Quotation (RFQ) and any certifications identified in Part 5.

### 2.3 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in *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. All references contained within the General Conditions or Supplementary General Conditions to the Minister of Public Works and Government Services will be interpreted as a reference to the minister presiding over Shared Services Canada and all references to the Department of Public Works and Government Services will be interpreted as Shared Services Canada.
- (b) For purposes of this contract the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.
- (c) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (d) The 2003 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

Section 3 of the Standard Instructions is amended as follows: delete “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c.16”

- (e) "Subsection 3 of Section 01, Integrity Provisions - Bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:
- (f) List of Names
- (g) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting a quote under the Request for Quotation (RFQ).
- (h) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
- (i) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: 60 days



- (ii) Insert: 7 days
- (j) The 2003-1 (2015-04-01) Supplemental Standard Instructions - Telecommunications are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003-1 and this document, this document prevails.

## 2.4 Submission of Bids

When responding, the proposal SHALL be delivered to the address indicated below by the time and date indicated on Page 1.

James Graves

Procurement Officer/ Agent d'approvisionnement

Voice Telecommunications & Satellite Procurement Team | L'équipe d'approvisionnement d'opérations de télécommunications

Networks, End Users & Cyber Security (NEUCS) | Réseaux, utilisateurs et cybersécurité (RUC)

Procurement and Vendor Relations | Acquisitions et relations avec les fournisseurs

Shared Services Canada | Services partagés Canada

180 Kent St, 13th floor K140, Ottawa Ontario, K1P 0B6

Email address: james.graves2@canada.ca

Cell: (613) 668-9563

BIDDERS ARE TO SUBMIT BIDS TO:

[james.graves2@canada.ca](mailto:james.graves2@canada.ca)

## 2.5 Electronic Submission of Bids

- (a) Suppliers must submit their bids either as PDF documents attached to their email or as documents that can be opened with the Microsoft Office Suite of applications.
- (b) Suppliers may submit their bid in multiple emails, but all emails must arrive before the solicitation closing date and time to be evaluated as part of the bid. The maximum email size that can be received by SSC is 10 MB. Suppliers should ensure that they submit their bid in multiple emails if their attachments will cause the email to exceed that size.
- (c) The time at which the bid is received by SSC will be determined by the "Sent Time" indicated in the email received by SSC.
- (d) During the two hours leading up to the closing date and time, an SSC representative will monitor the SSC Email Address indicated herein for RFQ Submission and will be available by telephone at **(613) 668-9563**. If the Supplier is experiencing difficulties transmitting the email, the Supplier should contact SSC immediately.
- (e) Canada will not be responsible for any technical problems experienced by the Supplier in submitting its bid, unless Canada's systems are responsible for a delay in delivering the email to the SSC Email Address indicated herein for RFQ Submission.
- (f) In the case of emergency, SSC has the discretion to accept a hand delivered (in person by a representative of the Supplier or by courier) of a hard copy submission that includes the entire bid. However, the hand delivered bid must be received by the closing date and time. As indicated above, an SSC representative will be available at the Contracting Authority's telephone number during the two hours before the solicitation closing date and time to receive bids submitted in this way. The only circumstances in which SSC will accept a delayed hand delivered bid is if the Supplier can show that the SSC representative was unavailable to receive the hand delivered bid,



and attempts were made during the two hours before the solicitation closing date and time to make delivery.

- (i) A bid delivered to the specified email identified above after the closing date and time but before the contract award date may be considered, provided the Supplier can prove the delay is due solely to a delay in delivery that can be attributed to:
  - 1) Canada's systems causing a delay in delivering the emailed submission to the SSC Email Address indicated herein for RFQ Submission; and
  - 2) The Supplier can show that attempts were made during the two hours before the solicitation closing date and time to hand deliver the submission, but the SSC representative was unavailable to receive the hand delivered submission.
- (ii) Misrouting, traffic volume, weather disturbances, labour disputes or any other causes for the late delivery of arrangements are not acceptable reasons for the arrangement to be accepted by SSC."

## 2.6 Enquiries – Bid Solicitation

- a) All enquiries must be submitted electronically to the specified email identified as the "Contracting Authority" on page 1, no later than 24 hours before the bid closing date. Enquiries received after that time may not be answered.
- b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.
- c) All Bidders will be informed of the outcome of the RFQ.

## 2.7 Applicable Laws

- a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## 2.8 Equivalent Products

Products that are equivalent in form, fit, function and quality to the item(s) specified in the bid solicitation will be considered where the Bidder:

- a) designates the brand name, model and/or part number of the substitute product;
- b) states that the substitute product is fully interchangeable with the item specified;
- c) provides complete specifications and descriptive literature for each substitute product;
- d) provides compliance statements that include technical specifics showing the substitute product meets all mandatory performance criteria that are specified in the bid solicitation; and
- e) clearly identifies those areas in the specifications and descriptive literature that support the substitute product's compliance with any mandatory performance criteria.
- f) Products offered as equivalent in form, fit, function and quality will not be considered if:



- g) the bid fails to provide all the information requested to allow the Contracting Authority to fully evaluate the equivalency of each substitute product; or the substitute product fails to meet or exceed the mandatory performance criteria specified in the bid solicitation for that item.
- h) In conducting its evaluation of the bids, Canada may, but will have no obligation to, request bidders offering a substitute product to demonstrate, at the sole cost of bidders, that the substitute product is equivalent to the item specified in the bid solicitation.

## 2.9 Supply Chain Integrity Verification – Mandatory Qualification Requirement

The Supply Chain Integrity (SCI) Verification is a mandatory on-going qualification submission requirements process. SCI is an important corporate requirement. Challenged by an increasingly complex cyber threat environment, Canada is committed to applying enhanced security process and contract clauses to the acquisition of both products and services. The purpose of the Supply Chain Integrity Verification process is to ensure that all product, equipment, software firmware and services that are procured by SSC meet the required security and supply chain standards.

Bidder must provide the required documentation in Form 2A – Supply Chain Security Information Form, as applicable, to be given further consideration in the procurement process.



## PART 3 BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- (a) **Section I: Technical Bid**
- (b) **Section II: Financial Bid**
- (c) **SCSI Submission (Mandatory upon Contract award):** The Supply Chain Security Information (SCSI) required by Form 2A – Supply Chain Integrity (SCSI) Process should be submitted with the bid, but may be submitted afterwards. Bidders must include the SCSI form as per *Form 2A – SCSI form – IT Product List*, prior to Contract award. If any of this information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide this SCSI information under Form 2A within the time frame provided will render the bid non-responsive.

### 3.2 Section I: Technical Bid

- (a) In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work. The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed
- (b) **Substantiation of Technical Compliance Form:** The technical bid must substantiate the compliance of the Bidder and its proposed solution and products with the specific articles of Annex A (Statement of Work) identified in the Substantiation of Technical Compliance Form (see Form 3), which is the requested format for providing the substantiation. The Substantiation of Technical Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Technical Compliance Form, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

### 3.3 Section II: Financial Bid

- (a) **Bidder's Quotation (Mandatory):** Bidders must quote firm unit prices, DDP destination, 83 Lundy Lane, EDC Bldg O-215, Borden, Ontario, delivery included, tax extra and Duty included (where applicable), for the deliverables specified in Annex B – List of Deliverables. The Bidder is requested to fill in the bid prices at Annex B.
- (b) **All Costs to be Included:** All prices must include all costs for the requirement described in the bid solicitation for the entire Contract Period. The identification of all necessary equipment,





software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.

- (c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- (d) **Product List (Mandatory):** Bidders must provide the part numbers for each item described in Annex B – List of Deliverables.



## **PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Technical Evaluation – Mandatory Technical Criteria:**

Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words “must” or “mandatory”. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

### **4.2 Evaluation of Financial Bid**

The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Table in Annex B completed by the bidders. Calculations will be based on the sum of all total prices for the deliverables specified in Annex B.

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, DDP destination, Canadian customs duties and excise taxes included.

All prices quoted for products listed in the pricing table must include 12 months maintenance and Support.

### **4.3 Basis of Selection**

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract. It is possible that more than one contract may result from this RFQ.



## PART 5 CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract

The certifications and Additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional Information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certification or the additional information listed below within the time frame provided will render the bid non-responsive.

- Form 1 – OEM Certification Form
- Form 3 – Substantiation of Technical Compliance Form

### 5.1 OEM Certification

Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.

For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware, on all accompanying documentation, on mandatory certification reports, and on any support software. "Hardware" is defined as the assembled end product being proposed.

Bidder must provide the required documentation in Form 1– OEM Certification Form, as applicable, to be given further consideration in the procurement process.

### 5.2 Integrity Provisions – Required Documentation

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.



Bidder must provide the required documentation in Form 2 – Integrity Form, as applicable, to be given further consideration in the procurement process.

### 5.3 **JITC Certification**

As per the Annex A – Statement of Work, software provided by bidders must provide JITC Certified Software for DND purposes.

Bidder must provide the required documentation in Form 3– Substantiation of Technical Compliance, as applicable, to be given further consideration in the procurement process.



**Annex A – Statement of Work**



**Annex B – Pricing Sheet**



**Annex C – Resulting Contract Clauses**



**Form 1 - OEM Certification Form**

Bidders are requested to complete the following OEM Certification Form and submit with your bid.

<b>OEM Certification Form</b>	
This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.	
Name of OEM	_____
Signature of authorized signatory of OEM	_____
Print Name of authorized signatory of OEM	_____
Print Title of authorized signatory of OEM	_____
Address for authorized signatory of OEM	_____
Telephone no. for authorized signatory of OEM	_____
Fax no. for authorized signatory of OEM	_____
Date signed	_____
Solicitation Number	_____
Name of Bidder	_____





**Form 2 - Integrity Form**

Bidders are requested to complete the following Integrity Form and submit with your bid.

<b>Adresse de courriel /E-mail Address:</b>
<b>Ministère/Department:</b> Shared Services Canada
<b>Dénomination sociale complète du fournisseur / Complete Legal Name of Supplier</b>
<b>Adresse du fournisseur / Supplier Address</b>
<b>NEA du fournisseur / Supplier PBN</b>
<b>Numéro de la demande de soumissions (ou numéro du contrat proposé) Solicitation Number (or proposed Contract Number)</b> R00016006/B
<b>Membres du conseil d'administration (Utilisez le format - Prénom Nom) Board of Directors (Use format - first name last name)</b>
1. Membre / Director
2. Membre / Director
3. Membre / Director
4. Membre / Director
5. Membre / Director
6. Membre / Director
7. Membre / Director
8. Membre / Director
9. Membre / Director
10. Membre / Director
<b>Autres Membres/ Additional Directors:</b>



**Form 2A – Supply Chain Security Information**

Bidders are requested to complete the following Supply Chain Security Information and submit with your bid.



**Form 3 – Substantiation of Technical Compliance**

Bidders are requested to complete the following Substantiation of Technical Compliance and submit with your bid.