



RETURN BIDS TO:

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RETOURNER LES SOUMISSIONS À:

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Acquisitions et relations avec les
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**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Issuing Office – Bureau de distribution

Procurement and Vendor Relationships |
Achats et relations avec les fournisseurs
EO Division | Division EO
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Title – Sujet For the Installation of a Telephony Communications Solution	
Solicitation No. – N° de l'invitation R00016006/C	Amendment No. – N° de modif. 005
Client Reference No. – N° référence du client	Date 8 December, 2017
GETS Reference No. – N° de reference de SEAG	
File No. – N° de dossier	
Solicitation Closes – L'invitation prend fin THE CLOSING DATE IS : LA DATE DE CLOTURE EST : at – à 2 :00pm on – le Decembre 15, 2017	Time Zone Fuseau horaire Eastern Standard Time (EST) Heur Normale de l'est (HNE)
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: James Graves	Buyer Id – Id de l'acheteur CDI
Telephone No. – N° de téléphone : 613-668-9563	FAX No. – N° de FAX Not applicable
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : James Graves: 613-998-9563 Shared Services Canada (SSC), 180 Kent Street, 13th Floor, Ottawa, Ontario, K1P 0B6	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

BID SOLICITATION AMENDMENT # 005

This amendment is being issued to affect the following;

1. At Cover Page for this solicitation, the title is changed as noted below;
 2. Provide an answers to bidder's questions relating to the Bid Solicitation content;
 3. At Part 2 - Revise the Instructions at 2.9 Supply Chain Integrity Verification, to include the missing requirement for the Functional Diagram;
 4. At Part 2 - Insert new 2.10 Assessment of Supply Chain Security Information;
 5. Replace Annex A - Statement of Work (SOW) as noted below;
 6. Replace Annex B - Pricing Sheet, as noted below;
 7. Replace Form A2 - Supply Chain Security Information (SCSI) as noted below;
 8. Replace Form 3 – Substantiation of Technical Compliance, as noted below;
-

1. At Cover Page, Title - Sujet:

DELETE: Avaya CM G400 Solution for CFB Borden

INSERT: For the Installation of a Telephony Communications Solution

2. QUESTIONS AND ANSWERS:

Shared Services Canada, Procurement and Vendor Relationship have reviewed the content of the inquiries received and as such we provide the following responses.

Question 3:

Requirement 1.2, and Annex B – Pricing Sheet Item 50, 51 and Item 52 refers to Uninterruptable Power Supply (UPS) Equipment, which is not networking equipment, therefore instead of providing Eaton product codes will SSC please remove these product codes and all references to the Eaton brand, and provide a description of the actual requirements needed for these UPS?

Answer 3:

Requirement 1.2, and Annex B – Pricing Sheet Items 50 and Item 51 are products that have been verified and utilized for functionality, interoperability and reliability for Department of National Defence. However; in keeping with the shift in direction for this procurement, Canada has now changed the Pricing Sheet to reflect a generic list of UPS products for vendor response. See attached revised Annex B_Rev. 1

Question 4:

Regarding the Requirement 1.2, and Annex B – Pricing Sheet Item 50 Uninterruptable Power Supply (UPS) Equipment, will SSC please confirm a quantity of 2 UPS can be proposed that meets or exceeds the requirements for 1,000 VA and 1,000 Watts and quantity 8 5-15R output receptacles; and that the Item 51 Extended Battery Module (EMB) requirements can be met by adding enough Extended Battery Modules to meet or exceed a runtime of 100 minutes at a load of 1,000 VA and 1,000 Watts?

Answer 4:

Annex B items 50 (part number 5PX1000RT), and 51 (part number 103007018-5591) quantities are defined as the Items 1 and 2 (Media Gateways) will be in separate communications rooms.

Question 5:

Regarding the Requirement 1.2, and Annex B – Pricing Sheet Items 46, 47, 48 and 49 will SSC please remove these product codes and provide a description of the actual requirements needed, without a reference to specific product codes?

Answer 5:

Requirement 1.2, and Annex B – Pricing Sheet Items 46, 47, 48 and 49 are products that have been verified and utilized for functionality, interoperability and reliability for Department of National Defence. Canada recognizes that the vendor community has requested that we provide a generic list of deliverables for this requirement and as such we have responded accordingly. Enclosed with this amendment you will find a revised Annex B_Rev. 1.

Question 6: In this solicitation there is a section titled: “2.8 Equivalent Products”. In order for us to submit a proposal for equivalent products we need more information. The comment made in the Answer 1 related to PBX 3712, which we understand is not an Avaya product, does not provide any information at all. As a result will Canada provide a list of the installed base of existing PBX 3712 equipment, including OEM names, model names, model numbers, and configuration information, so that we can find out what we need to connect to, so that we can determine which equivalent products to propose? It is clear that the incumbent supplier of the installed base has this information, therefore so that equal information is available to all bidders, can Canada also provide this to potential bidders of equivalent products?

Answer 6:

CFB Borden PBX 3712 is an AVAYA CS1000E system running release 5.0 software (DSN) as documented in the Statement of Work, section 3.3, and section 3.4. In section 3.3, it is stated that PRI (Q.Sig) tie trunks will be used to connect the telephony systems.

Question 7:

In this solicitation the only information that has been provided by Canada is a long list of Avaya Product/Service Codes. The actual operational requirements could be provided with generic descriptions rather than referring to a list of these Avaya codes. In addition, it is impossible to attempt to interpret the actual requirements, especially within the short time period provided, with the very limited information provided, and no information provided on the existing equipment or new equipment configuration, and a quick Google search of PBX 3712 provides no information. Therefore, for this solicitation will Canada provide the requirements using a generic description of the actual operational requirements, so that equivalent products can be proposed?

Answer 7:

CFB Borden PBX 3712 is an AVAYA CS1000E system running release 5.0 software (DSN) as documented in Statement of Work, section 3.3, section 3.4., Appendix B and Appendix C. In section 3.3 of the SOW, it is stated that PRI (Q.Sig) tie trunks will be used to connect the telephony systems. Actual operational requirements are described in Statement of Work section 1.0 as high level objectives, section 3 with more details covering project scope and tasks required. As previously stated the Annex B – Pricing Sheet_Rev 1. Is included to this amendment.

Question 8:

We have checked into Canada's answer to Question 2 and confirmed that it is not correct that Avaya will be exiting chapter 11 (bankruptcy protection) proceedings on or about 24 November 2017, and the details of the court proceedings are constantly changing and the results very uncertain, which should be of great concern to Canada. There are multiple rumors about what is happening. If Avaya Canada did not enter chapter 11 then this is not relevant because they are not the OEM, and therefore cannot provide any certifications. The name of the bankrupt OEM is Avaya Inc. and not Avaya Canada. Please note the following link regarding 8.120 Bankruptcy, Receivership, Insolvency which is part of Government Policy and Guidelines <https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/section/8#section-8.95>. Have these policies been followed? Why would Canada want to be subject to the uncertainty of awarding a contract for products and services for OEM products like Avaya Inc., where Avaya Inc. is still bankrupt, when all that is required is for Canada to amend this RFP and base it on generic operational requirements, so that equivalent products can be proposed?

Answer 8:

Shared Services Canada have received information on this date that clearly states that the OEM Avaya is headed out of Chapter 11 protection. Canada has afforded bidders the privilege to submit an alternate product solution in our response to the Q&A in this amendment and as such this issue should no longer be a point of concern for any bidders responding to this opportunity.

3. At PART 2 – 2.9 Supply Chain Integrity Verification;

DELETE 2.9 Supply Chain Integrity Verification in its entirety;

INSERT 2.9 Supply Chain Integrity Verification - Mandatory Qualification Requirement

Mandatory Qualification Requirement

- a. 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.
- b. 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.
- c. **Network Diagrams:** one or more conceptual network diagrams that collectively show the complete network proposed to be used to deliver the services described in the draft Statement of Work (Annex A1 for Stream 1, Annex A2 for Stream 2). The network diagrams must include, at a minimum, the physical and logical network topology, which must depict the nodes and connections among nodes in the network and show third party connections, if applicable. The network diagrams are only required to include portions of the Respondent's network (and its subcontractor's network(s)) over which Canada's data would be transmitted in performing any resulting contract.

- d. **List of Subcontractors:** The Bidder must provide a list of any subcontractors that could be used to perform any part of the Work (including subcontractors affiliated or otherwise related to the Respondent). The list must include at a minimum:
- i) The name of the subcontractor;
 - ii) The address of the subcontractor's headquarters;
 - iii) The portion of the Work that would be performed by the subcontractor; and
 - iv) The location(s) where the subcontractor would perform the Work.

This list must identify all third parties who may perform any part of the Work, whether they would be subcontractors to the Bidder, or subcontractors to subcontractors of the Respondent down the chain. For the purposes of this requirement, a third party who is merely a supplier of goods to the Respondent, but who does not perform any portion of the Work, is not considered to be a subcontractor.

4. At PART 2 – insert New - 2.10 Assessment of Supply Chain Security Information

INSERT: 2.10 Assessment of Supply Chain Security Information

- a. Canada will assess whether, in its opinion, the Supply Chain Security Information creates the possibility that the bidder's solution could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information.
- b. In conducting its assessment:
 - i) Canada may request from the Bidder any additional information that Canada requires to conduct a complete security assessment of the Supply Chain Security Information. The Respondent will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the response being disqualified.
 - ii) Canada may use any government resources or consultants to conduct the assessment and may contact third parties to obtain further information. Canada may use any information, whether it is included in the response or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of the Supply Chain Security Information.
- c. If, in Canada's opinion, any aspect of the Supply Chain Security Information, if used in a solution, could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information:
 - i) Canada will notify the Respondent in writing (sent by email) and identify which aspect(s) of the Supply Chain Security Information is subject to concern(s) or cannot be assessed (for example, proposed future releases of products cannot be assessed). Any further information that Canada might be able to provide to the Respondent regarding its concerns will be determined based on the nature of the concerns. In some situations, for reasons of national security, it may not be possible for Canada to provide further information to the

- Respondent; therefore, in some circumstances, the Respondent will not know the underlying reasons for Canada's concerns with respect to a product, subcontractor or other aspect of the Respondent's Supply Chain Security Information.
- ii) The notice will provide the Respondent with one opportunity to submit revised Supply Chain Security Information within the 10 calendar days following the day on which Canada's written notification is sent to the Respondent (or a longer period specified in writing by the Contracting Authority).
 - iii) If the Respondent submits revised Supply Chain Security Information within the allotted time, Canada will perform a second assessment. If Canada determines that any aspect of the Respondent's revised Supply Chain Security Information could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information, no further opportunities to revise the Supply Chain Security Information will be provided and the response will be disqualified.
- d. By participating in this process, the Respondent acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified. Also, the Respondent acknowledges that Canada's security assessment does not involve the assessment of a proposed solution. As a result:
- iv) qualification pursuant to this ITQ does not constitute an approval that the products or other information included as part of the Supply Chain Security Information will meet the requirements of the subsequent bid solicitation or any resulting contract or other instrument that may be awarded as a result of any subsequent bid solicitation;
 - v) qualification pursuant to this ITQ does not mean that the same or similar Supply Chain Security Information will be assessed in the same way for future requirements;
 - vi) at any time during the subsequent bid solicitation process, Canada may advise a Respondent that some aspect(s) of its Supply Chain Security Information has become the subject of security concerns. At that point, Canada will notify the Respondent and provide the Respondent with an opportunity to revise its Supply Chain Security Information, using the same process described above.
 - vii) during the performance of a subsequent contract, if Canada has concerns regarding certain products, designs or subcontractors originally included in the Supply Chain Security Information, the terms and conditions of that contract will govern the process for addressing those concerns.
- e. All Respondents will be notified in writing regarding whether or not they have qualified under this ITQ to proceed to the next stage of the procurement process.
- f. Any Respondent that has qualified under this ITQ will be required, when responding to any subsequent bid solicitation under this solicitation process, to propose a solution consistent with the final version of the Supply Chain Security Information it submitted with its response to this ITQ (subject to revision only pursuant to the paragraph below). Except pursuant to the paragraph below, no alternative or additional products or subcontractors may be proposed in the Respondent's solution. The

proposed solution during any subsequent bid solicitation does not need to contain all the products within the final Supply Chain Security Information. This is a mandatory requirement of this solicitation process.

- g. Once a Respondent has been qualified in response to this ITQ, no modifications are permitted to the Supply Chain Security Information except under exceptional circumstances, as determined by Canada. Given that not all the exceptional circumstances can be foreseen, whether changes may be made and the process governing those changes will be determined by Canada on a case-by-case basis.

5. At Annex A – Statement of Work (SOW)

DELETE Annex A – Statement of Work (SOW) in its entirety;
INSERT Annex A – Statement of Work (SOW) _Rev 1.

6. At Annex A – Statement of Work (SOW)

DELETE Annex B – Pricing Sheet in its entirety;
INSERT Annex B – Pricing Sheet _Rev 1.

7. At Form 2A - Supply Chain Security Information (SCSI)

DELETE Form 2A – Supply Chain Security Information (SCSI) in its entirety;
INSERT Form 2A – Supply Chain Security Information (SCSI) _Rev 1.

8. Form 3 – Substantiation of Technical Compliance

DELETE Form 3 – Substantiation of Technical Compliance in its entirety;
INSERT Form 3 – Substantiation of Technical Compliance _Rev 1.

ALL OTHER INFORMATION RELATED TO THIS SOLICITATION REMAINS UNCHANGED