



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving  
PWGSC  
33 City Centre Drive  
Suite 480C  
Mississauga  
Ontario  
L5B 2N5  
Bid Fax: (905) 615-2095**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
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 or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

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

**Comments - Commentaires**

Address inquiries to the Contracting Authority at  
Hussain.Noor@pwgsc-tpsgc.gc.ca

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Public Works and Government Services Canada  
Ontario Region  
33 City Centre Drive  
Suite 480  
Mississauga  
Ontario  
L5B 2N5

<b>Title - Sujet</b> Maintainer Course	
<b>Solicitation No. - N° de l'invitation</b> W3028-180009/B	<b>Date</b> 2018-06-07
<b>Client Reference No. - N° de référence du client</b> W3028-180009	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$TOR-007-7542	
<b>File No. - N° de dossier</b> TOR-7-40115 (007)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-07-18</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Noor, Hussain	<b>Buyer Id - Id de l'acheteur</b> tor007
<b>Telephone No. - N° de téléphone</b> (905) 615-2077 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE 2 Lance Street, Bldg E-30M Kingston Ontario K7K7B4 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

**This cancels and supersedes previous bid Solicitation No. W3028-180009/A, dated 16 January 2018 with a closing date of 01 February 2018 at 2:00 PM EST.**

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## PART 1 - GENERAL INFORMATION

### 1.1 Statement of Work

The Work to be performed is detailed under Article 6.2 of the resulting contract clauses.

### 1.2 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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.

The [2003](#) (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

### 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### **Definitions**

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;

- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

#### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;

- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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.

## **2.5 Applicable Laws**

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

# **PART 3 - BID PREPARATION INSTRUCTIONS**

## **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (2 hard copies)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green](#)

**Procurement** (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.

##### **3.1.1 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex “C” Electronic Payment Instruments, to identify which ones are accepted.

If Annex “C” Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

##### **3.1.1 Exchange Rate Fluctuation**

C3011T (2013-11-06), Exchange Rate Fluctuation

#### **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

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

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Bidders must provide documentation demonstrating that their proposed product meets all the technical specifications detailed below. When published documentation does not demonstrate compliance, a written narrative demonstrating compliance will be accepted.

Item No.	Mandatory Requirement	Page # (Identify page number in your proposal where the information can be found)
M1	Must provide the name of the proposed instructor.	
M2	Must have a minimum of 10 years' working experience and knowledge of Avaya/Nortel Communications Server 1000/Meridian 1 PBX.	
M3	Must have experience instructing a minimum of one course in Communication Server 1000 release 5.0 within the past two years.	
M4	Must have a minimum of 10 years' experience in teaching and implementing Northern Telecom equipment.	
M5	Must have a minimum of 10 years' experience in the management and implementation of CS1000 systems.	
M6	Must have obtained either technical training or have attended a seminar in DTI/PRI, and IP voice applications with respect to the CS1000.	
M7	The proposed Instructor must have Nortel instructor certifications in Option 51C, 61C and 81C upgrades.	
M8	The proposed Instructor must have Nortel Instructor Certification in IP Trunk Installation & Maintenance.	
M9	The proposed Instructor must have Nortel technical training on Release 5.0 Upgrades and Enhancements.	

#### 4.1.2 Financial Evaluation

1. Bidders must submit pricing in accordance with Annex B, Basis of Payment, in Canadian Funds;
2. The price used in the evaluation will be the Firm All-Inclusive Price at Annex B, Basis of Payment;
3. The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

#### 4.2 Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

### PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional 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.

## **5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

## **5.2 Certifications Precedent to Contract Award and Additional Information**

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 certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### **5.2.2 Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/canada/esdc/labour) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

## **PART 6 - RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### **6.1 Security Requirements**

**6.1.1** There is no security requirement applicable to the Contract.



## 6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

## 6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

### 6.3.1 General Conditions

[2010C](#) (2016-04-04), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

## 6.4 Term of Contract

### 6.4.1 Period of the Contract

The period of the Contract is from date of Contract to April 30, 2019 inclusive.

## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Hussain Noor  
Supply Officer  
Public Works and Government Services Canada  
33 City Centre Dr., Suite 480C  
Mississauga, ON  
L5N 2N5

Telephone: 905-615-2080  
Facsimile: 905-615-2060  
E-mail address: [Hussain.Noor@pwgsc.gc.ca](mailto:Hussain.Noor@pwgsc.gc.ca)

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 6.5.2 Project Authority *(to be inserted at contract award)*

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone : \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 6.5.3 Contractor's Representative *(to be completed by bidder)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone : \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

## 6.7 Payment

### 6.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive price as specified in Annex B, Basis of Payment, for a cost of \$\_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

### 6.7.2 SACC Manual Clauses

~~H1000C~~ Single Payment (2008-05-12)

### 6.7.3 Electronic Payment of Invoices – Contract

*If applicable, where payment of invoices will be made using electronic payment instruments, Refer to Annex "C" Electronic Payment Instruments, where the Bidder indicated which electronic payment instruments are accepted and change the text below accordingly.*

*Delete 6.6.3 if bidder does not accept electronic payment*

*The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):*

- a. Visa Acquisition Card;*
- b. MasterCard Acquisition Card;*
- c. Direct Deposit (Domestic and International);*
- d. Electronic Data Interchange (EDI);*
- e. Wire Transfer (International Only);*
- f. Large Value Transfer System (LVTS) (Over \$25M)*

## 6.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled authorities of the Contract.

## 6.9 Certifications and Additional Information

### 6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### 6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

### 6.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010C, (2016-04-04) General Conditions – Services (Medium Complexity);
- (c) Annex A, Requirement;
- (d) Annex B, Basis of Payment;
- (e) the Contractor's bid dated \_\_\_\_\_. (*to be inserted at contract award*)

### 6.12 SACC Manual Clauses

SACC Manual clause A9062C (2011-05-16) Canadian Forces Site Regulations

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**ANNEX "A"**  
**STATEMENT OF WORK**

**Firm Requirement:**

The Canadian Forces Joint Signal Regiment (CFJSR) requires training on Nortel / Avaya Meridian 1 CS1000 technology in CFB Kingston for 8 to 10 participants. This training is required to educate military technicians on service and support of Nortel / Avaya Meridian Opt 11 and CS1000 technology. The training program that has been designed requires a qualified instructor for a period of 15 days of in class instruction.

The Kingston CFJSR location has a suitable training facility based on previous course presented to the Regiment in the last eight (8) years. The software release on the training systems is Nortel / Avaya CS1K DSN version 5.0.

Customization of the actual existing course content is required for the 3-week training session.

**Course Outline:**

The three week (15 day) course must cover the following content:

Communication Server 1000 Initial Technician Training

The instructor will cover the following topics:

**1. Setup PBX System and Ancillary Equipment to include:**

- a. Describe PBX Requirements, to include;
  - Power Requirements
  - Environmental Requirement
  - Grounding
- b. Conduct Cabinet/Chassis Installation, to include;
  - UPS
  - Materials and minimum distances
  - Chassis types and installation
- c. Conduct Expansion Cabinet Setup, to include;
  - Cabling
  - Equipment
- d. Explain Standard Availability SA (non redundant) System Configuration, to include;
  - Single Core
- e. Explain High Availability HA (redundant) System Configuration, to include;
  - Redundant Core
- f. Conduct Card Installation, to include;
  - MGC
  - CPPM CS
  - CPPM SS
  - Digital Line Card
  - Analog Line Card
  - Universal Trunk Card
  - UDT
- g. Conduct Cable Installation, to include;
  - MGC Cable
  - CPPM CS/SS cable

- Serial Cable
- ELAN/TLAN cables
- HA wiring
- DS 30X
- CE Mux

## 2. Demonstrate Telephony Basics

- a. Describe Telephony Basics to include:
  - What is Telephony?
  - Common Terminology
- b. Describe the types of equipment, to include:
  - TE (Terminal Equipment)
  - CE (Common Equipment)
  - NE (Network Equipment)
  - PE (Peripheral Equipment)
- c. Describe Telephony Theory to include:
  - Circuit Switching
  - Loop Start
  - Ground Start
- d. Describe VoIP (Voice Over Internet Protocol) to include:
  - What is VOIP
  - Benefits of VOIP
  - Disadvantages
  - Avaya/ Nortel IP Phones
  - Cisco IP Phones

## 3. Demonstrate the CS1000E

- a. PBX and Functions of the CS1000E;
- b. Media gateway Controller (MGC)
- c. CPPM (Central Processor Pentium Mobile), CS (Call Server) and SS (Signaling Server);
- d. UDT (Universal Digital Trunk), TMDI (T1 Multi-Purpose Digital Interface) and Universal Trunk Card;
- e. Analog and Digital Line Card;
- f. CS1000E Signaling;
- g. CS1000E Cabling;
- h. ALCATEL Routing Switch;
- i. Analog Trunks;
- j. Digital Trunks;
- k. T1/E1 Carriers; and
- l. ELAN/TLAN by;
- m. define ELAN/TLAN; and
- n. describe the purpose of ELAN/TLAN.
- o. Element Manager

## 4. Employ Hardware and Software Programming

- a. Describe Nortel Technical Publications;
- b. Employ System Software;
- c. Employ Digitone Receivers;
- d. Apply Meridian Configuration Folder (MCF)
  - History;
  - Action Device and Number (ADAN) Dedicated Channel (DCH);
  - Teletype (TTY); and
  - Pseudo Teletype (PTY).
- e. Operate Analog Phones;
- f. Operate Digital Phones;

- g. Operate VoIP Phones;
- h. Operate the 2250 Attendant console.

#### 5. Program Trunks and Routes

- a. Describe Route Data Block (RDB), Trunk Group Access Restriction (TGAR) and Trunk Access Restriction Group (TARG)
- b. Describe Trunk Data Block (TDB)
- c. Describe Access Restrictions;
- d. Program Common Equipment Data (CEQU) Loops (Voice, Tone & Digit Switch (TDS) CONF);
- e. Program Superloops;
- f. Program Bandwidth zones;
- g. Program Central Office Trunk (CoT);
- h. Apply Clock Controller and Threshold;
- i. Program ATVN Digital Trunks (TMDI and UDT cards); and
- j. Apply SIP Trunking

#### 6. Configure Electronic Switching Network

- a. Configure Network Alternate Route Selection (NARS);
- b. Configure Universal Dialing Plan (UDP)
- c. Configure Electronic Switched Network (ESN);
- d. Configure Network Class of Service (NCOS);
- e. Configure Digit Manipulation Index (DMI);
- f. Configure Incoming Digit Conversion (IDC);
- g. Configure First Call Resolution (FCR) and Facility Restriction Levels (FRL)
- h. Configure Flexible Feature Codes (FFC);
- i. Configure Route List Block (RLB)
- j. Configure Home Location (HLOC) and Location (LOC)
- k. Configure Trunk Steering Code (TSC); and
- l. Configure Caller ID (CLID).

#### 7. Perform CS1000E Fault Identification

- a. Hardware Maintenance Tools, to include;
  - Circuit Card features
  - System Alarms
  - System Monitor Alarms
- b. Utilize System Software Tools, to include;
  - Diagnostic programs
  - History file
  - Interactive diagnostics
- c. Perform Database Maintenance, to include
  - Overview of data storage
  - Backing up databases
  - EDD datadump
  - BKO command
  - Archive data using utilities menu
  - Restoring a backed up database
  - Restore from backup flash drive
  - Restore from external drive
  - Install an archived database
- d. Conduct Fault Finding, to include; and
  - Clearing Network Faults
  - Clearing Intelligent Peripheral Equipment Faults
  - Clearing Trunk Faults
  - Clearing Telephone Faults
  - Faulty Equipment

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e. Maintain PBX Equipment

**Deliverables:**

1. The instructor must provide all instructional material for the course R550 "Meridian 1 Initial Technician Training" to meet the training requirements;
2. Provide on-site support prior to training commencement to ensure DND provided equipment is configured properly for training;
3. Liaise with DND staff to prepare for the Course – includes pre-course preparation of Material and Training Aids;
4. Provision of On-Site Training – 15 Business Days Course Covering CS 1000 technology, as per Course Outline above;
5. Provision of printed Student Manuals for 8 to 10 Military Students;
6. Provision of course completion certificates for participants;
7. Conduct End Course Quality Survey on Course Material, Facilities and Instruction. The instructor must provide feedback on the survey that will be provided to them at the end of the course.

All deliverables are must to be produced in the English language that meets all the requirements of this contract.

All deliverables must be delivered in both hard copy (on 8.5 x 11 paper) and soft copy (on CD-ROM) in Windows Office format. Diagrams and spreadsheets may be presented on a larger sheet size of paper; however, they must be folded to fit the 8.5 x 11 size. All hard copies, including diagrams and spreadsheets, are to be presented in a three-ring binder format for ease of updating and amending documentation as the information system changes.

MS Visio or Power Point must be used for all network diagrams.

Instructor will be furnished with building pass during contract period.

DND will provide any Testing Materials to the Instructor at least 7 days prior to proposed Test Date.

**Schedule:**

There will be two (2) different training sessions. The first training session will take place between the period of September 04, 2018 and November 02, 2018. The second session will take place between the period of January 14, 2019 and March 01, 2019. The contractor will be provided a 2 weeks' notice before the scheduled 3 week course start date. Each day of training will commence at 08:00 and conclude at 16:00 with 30 minutes for lunch and two 15-minute breaks.

Solicitation No. - N° de l'invitation  
W3028-180009/B  
Client Ref. No. - N° de réf. du client  
W3028-180009

Amd. No. - N° de la modif.  
File No. - N° du dossier  
TOR-7-40115

Buyer ID - Id de l'acheteur  
TOR007  
CCC No./N° CCC - FMS No./N° VME

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## ANNEX "B"

### BASIS OF PAYMENT

Prices are firm, all inclusive in Canadian dollars. Transportation charges, customs duties are *included* and Applicable Taxes are extra.

#### Firm Requirement

Article	Item Description	Number of Courses	Firm Unit Price	Firm All-inclusive Price
1.	Supply and delivery of the Nortel / Avaya Meridian 1 CS1000 technology Course including all travel charges, in accordance with Annex A, Statement of Work	2	\$_____	\$_____



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## ANNEX "C" to PART 3 OF THE BID SOLICITATION

### ELECTRONIC PAYMENT INSTRUMENTS

*As indicated in Part 6, clause 3.1.1, the Bidder must identify which electronic payment instruments they are willing to accept for payment of invoices.*

The Bidder accepts any of the following Electronic Payment Instrument(s):

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);
- ☐ Wire Transfer (International Only);
- ☐ Large Value Transfer System (LVTS) (Over \$25M)