



RETURN QUOTES BY EMAIL TO :
irena.stevic@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

E-mail address – Adresse de courriel

**REQUEST FOR QUOTATION /
DEMANDE DE PRIX**

Title – Sujet SIP Trunking for Skype 2019 On-Premise	
Solicitation No. – No de l'invitation 18-79432	Date 03 June 2019
Client Reference No. – N° référence du client 18-79432	
Solicitation closes – L'invitation prend fin on – le June 26th / le 26 juin, 2019 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EDT/HAE Eastern Daylight Time/ Heure avancée de l'Est
Contracting Authority – Autorité contractante Irena Stevic irena.stevic@canada.ca 613-793-1826 Issuing Office – Bureau de distribution SSC SPC Procurement and Vendor Relations Achats et relations avec les fournisseurs 180 Kent, 13th Floor Ottawa, Ontario K1P 5P5	
Telephone No. – No de téléphone 613-793-1826	
Destination – Canadian Radio-television and Telecommunications Commission 1 Promenade du Portage, Gatineau, QC, J8X 4B1	



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 plus 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;

List of Annexes:

Annex A – Statement of Requirements

Annex B – Pricing Sheet

Annex C – Resulting Contract Clauses

Annex D – Security Requirements Contract (SRCL)

List of Forms:

Form 1 – OEM Certification Form

Form 2 – Integrity Form

Form 2A - Supply Chain Security Information Form

1.2 Requirement

Shared Services Canada (SSC) has a requirement for the telephony services for the Skype 2019 On-Premise environment, as described in detail in Annex A – Statement of Requirements.



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:

3. List of Names

- i) 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).
- ii) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.



- (f) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - (i) Delete: 60 days
 - (ii) Insert: 90 days
- (g) 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.

Irena Stevic
Senior Procurement Officer/ Agent d'approvisionnement
Networks, End Users and 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 Street, 13-139, Ottawa, ON, K1G 4A8
Email: irena.stevic@canada.ca
Tel/Tél: (613) 793-1826
Government of Canada / Gouvernement du Canada

BIDDERS ARE TO SUBMIT BIDS TO:

Irena.Stevic@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) 793-1826**. 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.
- b) 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.



2.8 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) **Bidder's Quotation (Mandatory):** Bidders must quote firm unit prices, DDP destination at 1 Promenade du Portage, Gatineau, QC, J8X 4B1, tax extra and Duty included (if applicable), for the deliverables specified in Annex B – Pricing Sheet. 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 services 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.

3.2 SCSi Submission (Mandatory prior to the 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 shall render the bid non-responsive.



PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 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 and the Total Bid Price formula.

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 indicated in the Annex B – Pricing Sheet, must include warranty maintenance and support for the whole duration of the contract.

4.2 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.

4.3 Sole Bid response - Price Support (SACC Clause: C0008T (2007-05-25))

In the event that the Bidder's bid is the sole bid received, the Bidder must provide, on Canada's request one or more of the following price support if applicable:

- i. a current published price list indicating the percentage discount available to Canada; or
- ii. copies of paid invoices for similar quality and quantity of the goods, services or both sold to other customers; or
- iii. a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- iv. price or rate certifications; or

any other supporting documentation as requested by Canada.



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

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



Annex A – Statement of Requirement

Telephony services for the Skype 2019 on premise environment

The Contractor shall provide the following services:

1. The SIP services must be compatible with Skype for Business 2019 and Microsoft Teams, no PSTN Gateway/Session border Controller should be required by the Client.
2. The initial service will be for 10 SIP/PSTN Trunks/channels.
3. Option to incrementally expand service to 50 SIP/PSTN Trunks/channels. This option may or may not be exercised.
4. 100 Direct Inward Dialing (DIDs) in the 819 or 873 area code.
5. 2 Toll-Free (Canada) DIDs.
6. The service must also include a 100Mbps dedicated connection with two VLANs, one VLAN (10Mbps) will be reserved for telephony services (SIP trunks), the other VLAN (90Mbps) will be for IP Internet services. Minimum of two static IPs must be included. (Connection to SIP provider directly with dedicated circuit) (location at – 1 Promenade du Portage, Gatineau, Qc, J8X 4B1).
7. Access to vendor's emergency support lines (E911 service for VOIP).
8. 24/7/365 Technical Support for SIP services.
9. A client portal to manage the telephony services/configuration.
10. Per minute call pricing for Local, Canada and US.
11. The ability to burst SIP channels temporarily (24 hrs) should the allocated SIP trunks be overcommitted.



Annex B – Pricing Sheet

Provided as a separate document.

Annex C – Resulting Contract Clauses

Provided as a separate document.

Annex D – Security Requirements Contract (SRCL)

Provided as a separate document.



Form 1 - OEM Certification Form

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

OEM Certification Form	
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

Adresse de courriel /E-mail Address:
Ministère/Department: Shared Services Canada
Dénomination sociale complète du fournisseur / Complete Legal Name of Supplier
Adresse du fournisseur / Supplier Address
NEA du fournisseur / Supplier PBN
Numéro de la demande de soumissions (ou numéro du contrat proposé) Solicitation Number (or proposed Contract Number) 17-61088
Membres du conseil d'administration (Utilisez le format - Prénom Nom) Board of Directors (Use format - first name last name)
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
Autres Membres/ Additional Directors:



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