



## SHARED SERVICES CANADA

### Invitation to Qualify (ITQ) for Government Managed Cabling Services (GMCS)

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## Invitation to Qualify (ITQ) for Government Managed Cabling Services (GMCS)

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# 1. General Information

## 1.1 Introduction

- a) **Phase 1 of Procurement Process:** This Invitation to Qualify (ITQ) is the first phase of a procurement process by Shared Services Canada (SSC) for Government Managed Cabling Services (the “Project”). Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become “Qualified Respondents” for any later phases of the procurement process. Only Qualified Respondents will be permitted to respond on any subsequent solicitation issued as part of the procurement process.
- b) **Further Evaluation of Qualified Respondents:** Even though certain suppliers may be pre-qualified by Canada a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.
- c) **ITQ is not a Response Solicitation:** This ITQ process is not a solicitation of responses or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any of the preliminary requirements included as part of the Project at any time during the ITQ phase or any other phase of the procurement process. Given that the ITQ process may be partially or completely cancelled by Canada, it may not result in any of the subsequent procurement processes described in this document. Respondents and Qualified Respondents may withdraw from the procurement process at any time. Therefore, suppliers who submit a response can choose not to respond on any subsequent solicitation.
- d) Below are the intended phases of the procurement process:

Procurement Process	Description
ITQ	Qualification Phase
Review and Refine Requirements (RRR)	Only the Qualified Respondents (QR) will have an opportunity to enhance their understanding of the Government Managed Cabling Service requirement. QR Feedback is also solicited.
Response Solicitations: Request For Proposal	Only the Qualified Respondents can submit a response

- e) With regards to the Government Managed Cabling Service requirement; SSC will evaluate Respondents on Mandatory Criteria and will review Technical Criteria in further phases of the process.
- f) Canada reserves the right, at its sole discretion, to run a second qualification round among the unsuccessful Respondents if, in Canada’s opinion, the first qualification round results in an insufficient number of Qualified Respondents.
- g) If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents for Government Managed Cabling Services on the same day regarding the reasons they were unsuccessful during the first qualification round.
- h) Any Respondent who does not qualify as a result of any second qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for the subsequent phases of this procurement process.

## 1.2 Overview of the Requirement

- a) This ITQ is being issued by SSC. It is intended that any contract resulting from the intended subsequent bid solicitation will be used by SSC to provide shared services to its partners, which include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the contract period (a current list of which is included at Annex B), and those other organizations for whom SSC's services are optional at any point during the contract period and that choose to use those services from time to time. This solicitation process does not preclude SSC from using another method of supply for these or other entities of the Government of Canada with the same or similar needs. All entities that use SSC's services are collectively referred to in this ITQ as SSC's "Clients".
- b) SSC provides its Clients with cabling services to support ongoing operations, refits and fit-ups at locations across Canada, which currently consist of more than 3,500 Canada-occupied sites. These sites can be stand-alone office buildings, data centers or campus environments, which are either leased or owned by Canada.
- c) Canada has a requirement for Government Managed Cabling Services (GMCS) providing, as and when required, Cabling Installation Services, Cable Plant Design Services and Administration and Coordination Services, in order to perform Moves, Adds and Changes (MACs) Work, Project Work, and Repair Work. The contract period for any resulting contract is intended to be five (5) years with five (5) one (1) year options. This contract period includes the initial portal implementation. The potential value of the contract to be awarded is \$545 million with a minimum revenue guarantee of \$45 million.
- d) This requirement is for delivery at various locations across Canada. A small portion of the required GMCS may be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).
- e) The Government Managed Cabling Services are summarized in the following table:

Government Managed Cabling Services	Description
Cabling Installation Services	<p>As and when requested by SSC as part of MAC Work, Project Work and Repair Work, provide labour and material to perform all the required cabling tasks, and prepare reports and documentation. The cabling tasks may include:</p> <ul style="list-style-type: none"> <li>• Installing and removing copper and fiber cable runs (horizontal and backbone);</li> <li>• Preparing installation plans;</li> <li>• Fit-up of telecommunications rooms and enclosures, main equipment rooms, building entrance facilities; and</li> <li>• Providing quotations and documentation.</li> </ul> <p>The labour must be provided by Fiber Optic Cabling Technicians and Network Cabling Technicians who are certified by the cabling manufacturers whose products they will be installing.</p>
Cable Plant Design Services	As and when requested by SSC as part of Project Work or Repair Work, provide code-compliant and standards-based design specifications for refit and fit-up of spaces and

Government Managed Cabling Services	Description
	pathways, telecommunications rooms, equipment rooms, entrance facilities, conduit, etc., and code-compliant and standards-based design specifications for copper and fibre horizontal and backbone cabling distribution in office space, data centres and campus environments, prepare reports, installation plans, and perform site surveys.
Administration and Coordination Services	As and when requested by SSC as part of MAC Work, Project Work and Repair Work, coordinate, schedule and administer all aspects of MAC Work, Project Work and Repair Work.

### 1.3 Procurement Process

- a) Invitation to Qualify Phase
  - (i) The purpose of the ITQ is to identify the Respondents who have the required experience in delivering cabling services. Please refer to the detailed evaluation criteria found in Annex A.
  - (ii) Once the Qualified Respondents have been selected and have been notified that they have qualified for the next phase of the procurement process, Canada intends to proceed with the Review and Refine Requirements Phase. Qualified Respondents may withdraw from the process at any time by providing written notification to the Contracting Authority.
  - (iii) Respondents who have failed to qualify will be notified in writing.
- b) Review and Refine Requirements Phase
  - (i) During the RRR Phase, Canada will provide Qualified Respondents with the Statement of Work (SOW) and interact with Qualified Respondents to clarify Canada's requirements.
  - (ii) Canada will consider the feedback provided by Qualified Respondents when finalizing the SOW and its solicitation requirements for use in the Bid Solicitation phase.
- c) Bid Solicitation Phase
  - (i) During the Bid Solicitation Phase, Canada will issue a Request for Proposal (RFP) to the Qualified Respondents from the ITQ Phase.
- d) Contract Award Phase
  - (i) A contract will only be awarded after completion of the Bid Solicitation Phase and any necessary internal approvals have been obtained.

- e) Procurement Process Summary
  - (i) The procurement process is shown in Annex A – GMCS Procurement Process and summarized in Figure 1 below. This process will be used until the final Request for Proposal is issued to the Qualified Respondents in the Bid Solicitation Phase. The process is subject to change, at the discretion of Canada. This approach will allow Canada to conduct due diligence with respect to the GMCS requirements with Qualified Respondents before issuing any bid solicitation.

#### **1.4 National Security Exception**

Canada has invoked the National Security Exception for all purposes with respect of this requirement and, as a result, none of disciplines of the trade agreements apply to this procurement.

#### **1.5 Comprehensive Land Claim Agreements CLCA**

This procurement will consider contracting obligations that exist in the Comprehensive Land Claim Agreements across Canada.

This requirement is for delivery all across Canada. A portion of this requirement will be delivered in areas subject to a Comprehensive Land Claims Agreement (CLCA).

## 2. Instructions for Respondents

### 2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in this document and any of its attachments by number, date and title are either:
  - (i) set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Services and Procurement Canada; or
  - (ii) included as attachments.
- b) These documents are incorporated by reference and they form part of this document as though they were expressly set out here in full;
  - (i) Section 01 only of Public Services and Procurement Canada's 2003 Standard Instructions - Goods or Services - Competitive Requirements (bearing the most recent date before the date this solicitation was issued) is incorporated by reference into and forms part of this solicitation; and
  - (ii) SSC's Standard Instructions for Procurement Documents No. 1.4 ("**SSC's Standard Instructions**") are incorporated by reference into and form part of the solicitation. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails.
- c) By submitting a response, as set out in the ITQ Submission Form, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ, including those incorporated by reference.

### 2.2 Questions and Comments

- a) Questions and comments about this solicitation can be submitted in accordance with the section of SSC's Standard Instructions entitled "Communications". However, instead of the deadline specified in SSC's Standard Instructions, the deadline for submitting questions is as specified below. Enquiries received after that time may not be answered.
  - (i) Deadline for submitting questions and comments to the Contracting Authority: November 28, 2019 by 4:00 PM EST
- b) Respondents should reference as accurately as possible the section and numbered item of the solicitation process to which the enquiry relates. Care should be taken by Respondents to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Respondents. Enquiries not submitted in a form that can be distributed to all Respondents may not be answered by Canada.
- c) The draft specific to security assessment instructions (Annex E) is attached herein in advance for information purposes only.

### 3. Preparing and Submitting a Response to this ITQ

#### 3.1 General Instructions

SSC's Standard Instructions include instructions with respect to responses that apply in addition to those described in this document.

#### 3.2 Electronic Submission of Responses by Email

- a) **Advanced Notification.** If a vendor is intending to submit a response, an advanced notification via e-mail of the vendor's intentions to do so to the Contracting Authority identified on the cover page would be appreciated.
- b) **Email Submission of Response:** Although Respondents are permitted to submit a back-up pursuant to paragraph (k), all Respondents must attempt to submit their responses by email in accordance with this Article by Solicitation Closing to the email address identified on the cover page of this document as the "Email Address for Response Submission".
- c) **Format of Email Attachments:** Respondents may submit response documents in any of the following approved formats:
  - (i) PDF attachments; and
  - (ii) documents that can be opened with either Microsoft Word or Microsoft Excel.

Respondents that submit response documents in other formats do so at their own risk, as Canada may be unable to read them.
- d) **Email Size:** Respondents should ensure that they submit their response in multiple emails if any single email, including attachments, will exceed 15 MB. Except as expressly provided below, only emails that are received at the Email Address for Response Submission by Solicitation Closing will be considered part of the response.
- e) **Email Title:** Respondents are requested to include the Solicitation No. identified on the cover page of this document in the "subject" line of each email forming part of the response.
- f) **Time of Receipt:** All emails received at the Email Address for Response Submission showing a "received" time before Solicitation Closing will be considered timely. In the case of a dispute regarding the time at which an email arrived at SSC, the time at which the response is received by SSC will be determined:
  - (i) by the delivery time stamp received by the Respondent if the Respondent has turned on Delivery Status Notification for the sent email in accordance with RFC 1891 established by the Internet Engineering Steering Group (SMTP Service Extension for Delivery Status Notification); or
  - (ii) in accordance with the date and time stamp on the SMTP headers showing the time of first arrival on a server used to provide the Government of Canada with email services, if the Respondent has not turned on Delivery Status Notification for the sent email.
- g) **Availability of Contract Authority:** During the 4 hours leading up to Solicitation Closing, an SSC representative will monitor the Email Address for Response Submission and will be available by telephone at the Contract Authority's telephone number shown on the cover page of this document (although the SSC representative may not be the Contract Authority). If the Respondent is experiencing difficulties transmitting the email to the Email Address for Response Submission, the Respondent should contact SSC immediately at the Contract Authority's coordinates provided on the cover page of this document.



- h) **Email Acknowledgement of Receipt by SSC:** An SSC representative will send an email acknowledging receipt of each response (and each email forming part of that response, if multiple emails are received) that was received by Solicitation Closing at SSC's Email Address for Response Submission.
- i) **Delayed Email Responses:** SSC will accept an email response received in the first 24 hours after Solicitation Closing only if the Respondent can demonstrate that any delay in delivering the email to the SSC Email Address for Response Submission is due to Canada's systems. Responses received by email more than 24 hours after Solicitation Closing will not be accepted under any circumstances. As a result, Respondents who have tried to submit a response, but have not received an email acknowledging receipt from SSC shortly thereafter should contact the Contracting Authority so that they can determine whether or not the response arrived at the SSC Email Address for Response Submission on time.
- j) **Responsibility for Technical Problems:** By submitting a response, the Respondent is confirming it agrees that Canada is not responsible for:
  - (i) any technical problems experienced by the Respondent in submitting its response, including emails that fail to arrive because they exceed the maximum email size of 15 MB or that are rejected or quarantined because they contain malware or other code that is screened out by SSC for security reasons; or
  - (ii) any technical problems that prevent SSC from opening the attachments to the email(s). For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated without that portion of the response. Respondents will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.
- k) **Hand-Delivered Responses:** All Respondents must attempt to submit their responses electronically. However, SSC will accept a hand-delivered response (as a back-up in addition to the email response), in which case the following applies:
  - (i) The hand-delivered response can be:
    - (A) a hard copy (i.e., printed on paper); or
    - (B) a combination of soft and hard copies.
  - (ii) The hand-delivered response must be delivered by a representative of the Respondent in person or by a courier. SSC will not accept any response delivered by regular mail.
  - (iii) The hand-delivered response must be received by an SSC representative before Solicitation Closing at the address shown on the cover page of this document (or an alternate location arranged with the Contracting Authority in writing).
  - (iv) SSC will only accept a hand-delivered copy of the response if the Respondent has coordinated delivery of that response with the Contracting Authority. As indicated above, an SSC representative will be available at the Contracting Authority's telephone number during the 4 hours before Solicitation Closing, including for the purpose of coordinating the receipt of hand-delivered responses (the Contracting Authority may also agree, at SSC's discretion, to be available at another time before Solicitation Closing to receive the response).
  - (v) The only circumstances in which SSC will accept a hand-delivered response after Solicitation Closing is if the Respondent can show that the SSC representative was unavailable to receive the hand-delivered response at the coordinated time, or that no

SSC representative was available at the Contracting Authority's telephone number (and no SSC representative responded to voicemail messages left at that telephone number) during the 4 hours leading up Solicitation Closing.

- (vi) SSC will consult the hand-delivered response only if there are problems (e.g., missing files, corrupt file, file not readable by SSC, etc.) with all or a portion of the response submitted by email by Solicitation Closing or if no email response is received by Solicitation Closing. If SSC consults the hand-delivered response, it will prevail over the electronically submitted response.

I) **Submission of Only One Response from a Responding Group:**

- (i) The submission of more than one response from members of the same responding group is not permitted in response to this ITQ. If members of a responding group participate in more than one response, Canada will provide the members of the responding group with 2 working days to identify one response to be considered in this ITQ. Failure to meet this deadline will result in all responses being declared non-responsive and disqualified.
- (ii) For the purposes of this article, "**responding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this ITQ if:
  - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
  - (C) the entities have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
  - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

### 3.3 Qualification Response

- a) A complete qualification response consists of the following:
  - (i) **Form 1 - ITQ Submission Form (Requested at ITQ Closing):** Respondents are requested to include the ITQ Submission Form (Form 1) with their responses. It provides a common form in which Respondents can provide information required for evaluation, such as a contact name, the Respondent's Procurement Business Number, the language for future communications etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the ITQ Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so; and
  - (ii) **Annex C – ITQ Experience Requirements (Mandatory at ITQ Closing):** Respondents must demonstrate they meet the experience requirements identified in Annex C. Respondents are requested to provide their responses within Annex C as it provides a common form in which Respondents can provide information required for the evaluation of the respondent's experience (please see Article 4.3.4 regarding relying on the experience of corporate predecessors or proposed subcontractors).

### 3.4 Review and Refine Requirements (RRR) - Qualified Respondents participation and information forms (Required pre-RRR):

The Review and Refine Requirements (RRR) Process Document will be provided to the Qualified Respondents in advance of the RRR phase to expedite arrangements with the Respondent's resources for the RRR phase. Upon receiving the selection notice to participate in the RRR phase, Qualified Respondents may only be given up to 5 federal government working days to submit a signed Agreement to Participate and Information Form of the RRR Process Document.

### 3.5 Supply Chain Integrity Verification

Note: Anticipated to be Mandatory Assessment at Bid Solicitation stage. Process may begin at the end of RRR. Actual requirement to be finalised during RRR.

The Supply Chain Integrity (SCI) Verification is a mandatory submission requirement at the Bid Solicitation stage. 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 proposed sub-contractors, products, equipment, software, firmware and services that are procured by SSC meet the required security and supply chain standards. Please refer to Annex E - Supply Chain Integrity Process for a description of the requirement.

### 3.6 Pre-Check Compliance Process (PCCP)

a) **Respondents are invited to submit a Pre-Bid:**

Canada invites bidders to submit the following:

- (i) GMCS ITQ Package (full)

This is referred to as a "Pre-Bid". The submission of a Pre-Bid by any respondent is optional and is not a pre-condition to submitting a bid on the closing date. Canada will not return Pre-Bids to bidders, but will treat Pre-Bids the same way it treats bids, in accordance with Section 1.8(j) of SSC's Standard Instructions.

b) **How to submit a Pre-Bid:** A bidder may submit a Pre-Bid in one of two ways:

- (i) by email to the Contracting Authority. When a Pre-Bid is received by email, the Contracting Authority will send an email acknowledgement back to the respondent. If the respondent does not receive an email acknowledgement, the respondent is encouraged to follow-up by telephone with the Contracting Authority; or
- (ii) through P2P.

c) **A Pre-Bid will only be reviewed if submitted by the Pre-Bid Deadline:** Canada will review only Pre-Bids submitted by no later than 11:59 p.m. November 28, 2019 (the "**Pre-Bid Deadline**"). Canada will review only one Pre-Bid from each bidder (i.e. after receiving feedback, the respondent cannot submit a new version of its Pre-Bid for review).

d) **Canada will provide Feedback on Pre-Bids:** The Contracting Authority will provide confidential feedback, referred to as a Preliminary Evaluation Notice (PEN), to each respondent that has submitted a Pre-Bid by the Pre-Bid Deadline. Canada will normally provide that feedback by email and the bidder is deemed to have received Canada's feedback at the time it is sent by Canada. Canada is not responsible for any technical delays in the receipt by the respondent of its feedback.

- e) **Nature of Canada's Feedback where No Deficiencies identified:** If Canada does not note any deficiencies during its review of a Pre-Bid, Canada will provide the relevant respondent with a "nil" response.
- f) **Nature of Canada's Feedback where Deficiencies identified:** If Canada notes deficiencies during its review of a Pre-Bid, Canada will provide written feedback to the bidder indicating any mandatory requirements that Canada has noted:
- (i) have not been addressed at all;
  - (ii) have not been sufficiently addressed; and
  - (iii) are addressed in such a way that the Pre-Bid would be declared non-compliant if submitted on the closing date.

While Canada will note the reason the Pre-Bid is deficient, Canada will not indicate to the respondent how the deficiency can be corrected. For example, the feedback might consist of statements such as the following:

- *The OEM certification appears to have been signed by a representative of the bidder rather than the OEM.*
- *The Pre-Bid did not demonstrate that the bidder has 3 years of experience on the Pre-Bid closing date.*
- *The Pre-Bid did not demonstrate that proposed equipment meets the specifications set out in Annex B.*
- *The Pre-Bid did not demonstrate that the bidder has an existing portal for placing service orders.*

Once Canada has indicated that a specific mandatory requirement has not been met, Canada is not required to breakdown each way in which the bidder has failed to meet the mandatory requirement. Canada will also not respond to questions about the feedback. If Canada determines that a Pre-Bid is substantially deficient (i.e., there are more than [5] deficiencies identified), Canada reserves the right not to conduct a full review, in which case Canada will identify to the respondent only those deficiencies noted by Canada before it ceased its review. In addressing Canada's feedback, respondents should ensure that the elements of the bid remain consistent following any changes made.

- g) **Timing for Providing Feedback:** The time it takes for Canada to provide the feedback will depend on the number of Pre-Bids received and their quality. Canada does not commit to provide its feedback within a specific amount of time. If Canada has not provided feedback with respect to the Pre-Bids at least 5 FGWDs before the scheduled closing date, the closing date will be extended so that all bidders have 5 full FGWDs (the day of receipt of the feedback is not counted) to finalize their bids prior to the closing date. For example, Canada sends the feedback to the respondents on Monday at 10am. Assuming there are no holidays during this period, the respondent will have Tuesday, Wednesday, Thursday, Friday, and the following Monday to refine its bid. The closing date will be no earlier than the following Tuesday.
- h) **Bidder Solely Responsible for Submitting Compliant Bid at Closing:** Even if Canada provides feedback regarding a Pre-Bid, the respondent is solely responsible for ensuring that its bid submitted on the closing date is accurate, consistent, complete and fully compliant. Canada does not guarantee that it will identify every deficiency during its review of the Pre-Bid. By submitting a Pre-Bid, the bidder is agreeing that Canada's review is only preliminary

and that Canada will not be responsible in any way for failing to identify any omission, deficiency or non-compliance during its review of the Pre-Bid.

- i) **No Financial Information:** Canada requests that bidders not include any financial information in their Pre-Bid.

## 4. Evaluation Process

### 4.1 General Evaluation Procedures

- a) General evaluation procedures that apply to this ITQ are described in SSC's Standard Instructions.
- b) A response must comply with all the requirements of the ITQ and meet all mandatory evaluation criteria to be declared compliant.
- c) Each Response will be reviewed to determine whether it meets the mandatory requirements of the ITQ. Any element of the ITQ identified with the words "must" or "mandatory" is a mandatory requirement. Responses that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- d) In addition to any other time periods established in the ITQ:
  - i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Respondent about its response, including certifications, 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 declared non-responsive.
  - ii) **Extension of Time:** If a respondent requests additional time to respond, the Contracting Authority may in his or her sole discretion grant an extension.

### 4.2 ITQ Submission Form - Form 1 (Requested at ITQ Closing)

The ITQ Submission Form will be evaluated for completeness. If Canada determines that the information required by the ITQ Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to do so. Failure to comply with the request of the Contracting Authority and provide any required information within the requested time period will result in the response being disqualified.

### 4.3 Experience Requirements - Annex C (Mandatory at ITQ Closing)

- a) Respondents must describe, in sufficient detail, their experience in delivering cabling services by submitting a fully completed Annex C.
- b) The mandatory experience requirements at Annex C Criteria 1-6 will be evaluated on a pass/fail basis. A Respondent must meet every experience requirement in order to qualify for the next stage of the procurement process. Canada request that the respondents fill in Criterion 7 so that Canada can better understand possible Socio-Economic strategies. .
- c) In the case of a joint venture Respondent, each Mandatory Experience Criterion can be met by a different joint venture member. The Project References are not required to be projects performed by the joint venture Respondent itself.
- d) Canada will only consider the experience of the Respondent itself (not including any affiliate of the Respondent), subject to the following:
  - (i) The experience of a corporate predecessor will be evaluated as experience of the Respondent if:
    - (A) The corporate predecessor amalgamated with another corporation to form the Respondent; or

- (B) All or substantially all the assets of the corporate predecessor were acquired by the Respondent, the majority of the corporate predecessor employees became employees of the Respondent, and both the corporate predecessor and the Respondent carry on essentially the same business; or
  - (C) All or substantially all of a specific business unit that was responsible within the corporate predecessor for the work connected with the experience requirement has been transferred to the Respondent, along with all or substantially all the employees of that business unit, and the Respondent continues to carry on essentially the same business as that business unit.
- e) For those requirements specifically identified in Annex C as allowing a Respondent to qualify based on the previous experience of a proposed subcontractor, Canada will consider the experience of subcontractors for qualification purposes. For proposed subcontractors' experience, the Respondent must provide all the same required information demonstrating the experience and indicate that the experience is that of a proposed subcontractor. However, for any Respondent that relies on the experience of a proposed subcontractor, the Respondent will be required, at the Bid Solicitation Phase and during the performance of any resulting contract, to continue to provide the services of that subcontractor, unless the consent of the Contracting Authority is given to make a change. Although a Respondent may rely on the experience of a subcontractor as set out in Annex C, no subcontractor will be permitted to participate in the Review and Refine Requirements phase.
- f) If more than the required number of projects, customers, or sites associated with any of the mandatory criteria in Annex C are provided in a response, Canada will request clarification from the Respondent regarding which individual projects, customers or sites to evaluate. If the Bidder does not respond in the time allotted by the Contracting Authority, Canada will choose in its discretion which to evaluate.
- g) Canada is not obliged to, but may in its discretion contact the Primary reference and, where applicable, the Backup reference, in order to validate that any information provided by the Respondent about work performed for that customer reference is accurate. Canada may conduct the reference check with respect to none, some or all of the mandatory experience requirements. Canada may conduct any reference validation in writing by e-mail or by telephone. If conducting the validation check by email, Canada will email (cc) the Respondent's contact when an e-mail is sent out for any Project Reference validation check.
- h) If Canada chooses to contact one or more references to validate information provided by a Respondent, Canada must receive the reference's response within 5 Federal Government Working Days (FGWDs) from the date of the request. If Canada does not receive confirmation (within 5 FGWDs) from either the Primary or Backup reference that the information provided by the Respondent is accurate (or that any inaccuracies are not material to whether or not the project meets the mandatory requirements), the related experience will not be considered in the evaluation. Canada may also contact a Primary or Backup reference for clarification purposes, either by email or by telephone.
- i) If during a reference validation by Canada it becomes apparent that the address, telephone number, or email address for any of the references is incorrect or missing, the Respondent will be permitted to provide the correct address, telephone number, or email address of the same individual within 1 FGWD of a request. If the named individual for the Primary reference is unavailable because they are on leave, or no longer working for that organization, Canada will contact the Backup reference from the same customer organization.
- j) The Respondents will not be permitted to submit an alternate customer organization or project as a reference for Government Managed Cabling Services after the closing date of

this ITQ unless SSC chooses in its discretion to run a second qualification round for Government Managed Cabling Services.

- k) Canada may, in its discretion, also verify that the certificate or other documentation proving certification by the manufacturer (see Annex C) is genuine. Canada may do so by contacting the primary or back-up reference contract provided by the Respondent for that manufacturer, and/or by contacting its own representative within that manufacturer.

#### 4.4 Security Clearance Requirement

**At the closing date of the subsequent Bid Solicitation,** the following conditions must be met:

- a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED A, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- b) The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CISD/PWGSC.
- c) The Contractor/Offeror personnel requiring access to CLASSIFIED/PROTECTED information, as-sets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by CISD/PWGSC.
- d) The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED A.
- e) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- f) The Contractor/Offeror must comply with the provisions of the:
  - i) Security Requirements Check List and security guide (if applicable), attached at Annex D;
  - ii) Industrial Security Manual (Latest Edition)

NOTE: There are multiple levels of personnel security screenings associated with this file. In this instance, a Security Classification Guide must be added to the SRCL clarifying these screenings. The Security Classification Guide is normally generated by the organization's project authority and/or security authority.



#### **4.5 Evaluation of Other Eligibility Requirements**

Before recommending any Respondent for selection as a Qualified Respondent (but at any time during the evaluation process), Canada will evaluate whether the Respondent meets all eligibility requirements described in this ITQ, including but not limited to conducting the Integrity Check described in Section 01 of Public Services and Procurement Canada's 2003 Standard Instructions - Goods or Services - Competitive Requirements to determine if the Respondent is eligible for award.

#### **4.6 Qualified Respondent**

To be declared a Qualified Respondent, a Respondent must:

- a) comply with all the requirements of the ITQ; and
- b) meet all mandatory criteria at any time during the procurement process.

#### **4.7 Basis for Qualification**

A Respondent will be declared a "Qualified Respondent" if the conditions at 4.6 above and other eligibility requirements are met. The Qualified Respondents will be allowed to participate in the next stage of this Collaborative Procurement Process (CPP), the RRR phase. However, Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the solicitation process. For example, if the Respondent no longer meets the requirements of this ITQ, it will no longer be a Qualified Respondent. Canada reserves the right to allow additional Qualified Respondents at the RRR stage, in accordance with section 1.1.

## FORM 1 - ITQ SUBMISSION FORM

SSC ITQ No. R31606 ITQ Submission Form	
<b>Respondent's full legal name</b> <i>[Note to Respondents: Respondents should take care to identify the correct legal name as the Respondent.]</i>	
<b>Authorized representative of Respondent for evaluation purposes</b> (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Email
<b>Respondent's Procurement Business Number (PBN)</b> <i>[see SSC's Standard Instructions. Please make sure that your PBN matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.]</i>	
<b>Preferred language for future communications, including any future solicitations resulting from this ITQ</b>	English
	French
<b>Requested Canadian province or territory for applicable laws</b>	
<b>Security Clearance Level of Respondent</b> <i>[Please ensure that the security clearance matches the legal name of the Respondent. If it does not, the security clearance is not valid for the Respondent.]</i>  If you are submitting a response as a joint venture, please provide this information for each member of the joint venture.	Clearance Level
	Date Granted
	Issuing Entity (PSPC, RCMP, etc.)
	Legal name of entity to which clearance issued
On behalf of the Respondent, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by reference into the ITQ, and I certify and agree that: <ol style="list-style-type: none"> <li>1. The Respondent considers itself and its products able to meet all the mandatory requirements described in the ITQ;</li> <li>2. The response is valid for the period specified in the ITQ;</li> <li>3. All the information provided in the response is complete, true and accurate;</li> <li>4. The Respondent has read and complies with the obligations of the PSPC Code of Conduct for Procurement (<a href="http://www.tpsgc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html">http://www.tpsgc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html</a>); and</li> <li>5. The Respondent agrees to be bound by all the terms and conditions of this ITQ, including the documents incorporated by reference into it.</li> </ol>	
Signature of Authorized Representative of Respondent	

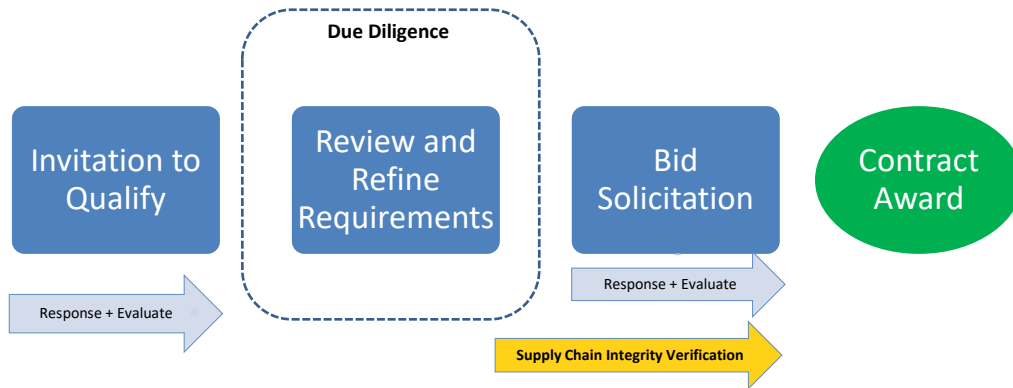
## FORM 2 - INTEGRITY CHECK FORM

*Note to Respondents: Please note that this form does duplicate some information from the ITQ Submission Form. This is because this form will be provided to Public Services and Procurement Canada (PSPC) to perform the integrity check. PSPC will not have access to the ITQ Submission Form and therefore requires some of the same information.*

<b>Integrity Check Form for Shared Services Canada Solicitation</b>											
<p><b>Respondent's full legal name</b>  <i>[Note to Respondents: Respondents who are part of a corporate group should take care to identify the correct corporation as the Respondent.]</i></p>											
<p><b>Contact Information for Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)</b></p>	Name										
	Title										
	Address										
	Telephone #										
	Fax #										
	Email										
<p><b>Respondent's Procurement Business Number (PBN)</b>  <i>[see SSC's Standard Instructions. Please make sure that your PBN matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.]</i></p>											
<p><b>Names of All Members of the Respondent's Board of Directors</b>   <i>[please use "first name, middle name (if applicable), last name" format – e.g., Maria Jane Smith]</i>   <i>[please add as many cells as necessary to provide all the names.]</i></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> <tr><td style="height: 20px;"></td></tr> </table>										

## ANNEX A – PROCUREMENT PROCESS

### Overview



**Figure 1: GMCS Procurement Process**

Procurement Phase	Objectives
Invitation to Qualify	<ul style="list-style-type: none"> <li>• Issue Invitation to Qualify on the Government Electronic Tendering Service BuyandSell.gc.ca</li> <li>• Obtain responses from Respondents</li> <li>• Evaluate responses</li> <li>• Select the Qualified Respondents to continue to the Review and Refine Requirements phase</li> </ul>
Review and Refine Requirements	<ul style="list-style-type: none"> <li>• Qualified Respondents have an opportunity to enhance their understanding of the GMCS requirements and provide feedback, suggestions, ideas, etc.</li> <li>• Qualified Respondents may provide their list of Cabling products</li> <li>• Qualified Respondents to continue to the Bid Solicitation Phase</li> </ul>
Bid Solicitation	<ul style="list-style-type: none"> <li>• Issue finalized solicitation to all Qualified Respondents</li> <li>• Obtain bid responses from the Qualified Respondents</li> <li>• Evaluate the bid proposals</li> <li>• Conduct the supply chain integrity verification of the Respondents' IT products and sub-contractors to ensure that all Cabling products proposed, subcontractors meet certain security and supply chain standards if it was not completed at RRR</li> <li>• Select successful proposal(s)</li> </ul>
Contract Award	<ul style="list-style-type: none"> <li>• Award the GMCS Contract</li> </ul>

### **Invitation to Qualify Phase**

- a) The purpose of the ITQ is to identify the Respondents who have the required experience in delivering cabling services. Please refer to the detailed evaluation criteria found in Annex C.
- b) Once the Qualified Respondents have been selected and have been notified that they have qualified for the next phase of the procurement process, Canada intends to proceed with the Review and Refine Requirements Phase. Qualified Respondents may withdraw from the process at any time by providing written notification to the Contracting Authority.
- c) Respondents who have failed to qualify will be notified in writing.

### **Review and Refine Requirements Phase**

- a) Canada will start the Review and Refine Requirements (RRR) phase by providing the Qualified Respondents with the detailed process that will be followed for this phase.
- b) In this phase, Canada will engage the Qualified Respondents in a collaborative review of its detailed requirements and request that the Qualified Respondents provide comments, suggestions, and/or identify areas that require additional clarification from Canada through the process as set out in the detailed materials provided to all Qualified Respondents. Canada will require a significant commitment from Qualified Respondents during this phase, both in terms of time and resources. Canada will take into consideration the feedback provided by Qualified Respondents and finalize its technical and solicitation requirements for use in the Bid Solicitation phase. The interactions could include:
  - i. one-on-one sessions;
  - ii. presentation sessions; and
  - iii. written questions and answers.
- c) Canada will consider the feedback provided by Qualified Respondents when finalizing the SOW for GMCS and its solicitation requirements for use in the Bid Solicitation phase. Canada may conduct a supply chain integrity verification of the Qualified Respondents' Cabling products, and information about subcontractors, that the Qualified Respondent will use to provide the Cabling services to ensure that certain security and supply chain standards are met. This process may be started and/or completed during RRR. More information about this process will be provided to the Qualified Respondents during the RRR phase.
- d) It is the responsibility of each Qualified Respondent to take advantage of the Review and Refine Requirements phase by asking the questions that are necessary to prepare a complete response(s) to the final bid solicitation.

### **Bid Solicitation Phase**

In the Bid Solicitation phase, Canada will issue a formal Request for Proposal (RFP) to the Qualified Respondents who have participated in the Review and Refine Requirements phase. Each Qualified Respondent will be permitted to formally bid on the requirements set out in the RFP.

### **Contract Award**

A contract will only be awarded after completion of the Bid Solicitation Phase and any necessary internal approvals have been obtained.

### **Anticipated Schedule**

The anticipated schedule for the GMCS procurement phases, as well as Implementation, is shown in Table 1. The schedule is provided for information purposes, and will be used by Canada for planning purposes. It is subject to change by Canada.

**Table 1: Canada's Anticipated Procurement and Implementation Schedule**

<b>Phase</b>	<b>Estimated Duration</b>
Invitation to Qualify	October 24, 2019
Review and Refine Requirements	TBD
Bid Solicitation	TBD
Contract Award	May 2021

**Note that the above dates are tentative, and subject to change**

**ANNEX B – DEPARTMENTS AND AGENCIES THAT MUST USE SSC  
NETWORK SERVICES**

Please see list of departments and agencies via the  
following link:

[https://www.canada.ca/en/shared-services/corporate/partner-  
organizations.html](https://www.canada.ca/en/shared-services/corporate/partner-organizations.html)

## ANNEX C – MANDATORY ITQ QUESTIONNAIRE

### **MANDATORY EXPERIENCE CRITERION 1 – CABLING INSTALLATION SERVICES AT 3 LARGE SITES**

Experience Providing Cabling Installation Services at 3 Large Sites	
<p>The Respondent must have experience providing Cabling Installation Services to Large Sites. The Respondent must demonstrate that it completed projects for the Refit or Fit-up of 3 Large Sites, located in 3 different Canadian provinces, where the work was completed in the last 5 years before the day this ITQ is issued.</p> <p>Also, for each of the 3 Large Sites, the Respondent must provide proof that the manufacturer certified the installation by providing the certificate or other documentation issued by the manufacturer following inspection of the installation.</p> <p>To demonstrate this experience, the Respondent must provide all of the information required by the table below. To meet this experience requirement, the Respondent itself (or a “corporate predecessor”, as contemplated by Article 4.3.4 of the ITQ) must have been responsible to provide the Cabling Installation Services for Fit-up or Refit projects for <b>at least 1 of the 3 large sites</b>. The Respondent may rely on third parties whom the Respondent proposes to use as its sub-contractors for Government Managed Cabling Services (GMCS) for the remaining sites (in accordance with Article 4.2.4 of the ITQ).</p>	
Large Site #1	
<p>Customer organization for whom work was performed (the entity claiming the experience must have had a contract directly with the customer organization)</p> <p>(Note: the same customer organization can be used for more than one Large Site for this Mandatory Experience Criterion or for other Mandatory Experience Criteria)</p>	



Name of the entity that was under contract to perform the work for the customer organization (e.g., was it the Respondent or a proposed subcontractor)	
Civic address, including city and province of the Site	
Number of Work Areas at Site	
Whether Refit or Fit-up	
<p>Description of the Project at the Large Site, which must generally describe the work, include information that addresses all of the following:</p> <ul style="list-style-type: none"> <li>• the approximate square footage of the Large Site;</li> <li>• horizontal cabling installation;</li> <li>• backbone cabling installation;</li> <li>• fibre optic cabling installation;</li> <li>• copper cabling installation; and</li> <li>• test set manufacturer.</li> </ul>	
OEM that certified the copper installation	
OEM that certified the fibre optic installation	
Date work completed (YYYY-MM-DD)	
Primary Reference Contact Information for Customer at Large Site #1	<p>Name:</p> <p>Title:</p> <p>Address:</p> <p>Telephone Number:</p> <p>Email Address:</p>
Backup Reference Contact Information for Customer at Large Site #1	<p>Name:</p> <p>Title:</p>

	Address: Telephone Number: Email Address:
Reference to the location in this Response where a copy of the certificate or other documentation proving certification by the manufacturer regarding this Cabling Installation Services can be found	
Primary Reference Contact Information for Manufacturer of Products used at Large Site #1	Name: Title: Address: Telephone Number: Email Address:
Backup Reference Contact Information for Manufacturer of Products used at Large Site #1	Name: Title: Address: Telephone Number: Email Address:
<b>Large Site #2</b>	
Customer organization for whom work was performed (the entity claiming the experience must have had a contract directly with the customer organization)  (Note: the same customer organization can be used for more than one Large Site for this Mandatory Experience Criterion or for other Mandatory Experience Criteria)	
Name of the entity that was under contract to perform the work for the customer organization (e.g., was it the Respondent or a proposed subcontractor)	

Civic address, including city and province of the Site	
Number of Work Areas at Site	
Whether Refit or Fit-up	
<p>Description of the Project at the Large Site, which must generally describe the work, include information that addresses all of the following:</p> <ul style="list-style-type: none"> <li>• the approximate square footage of the Large Site;</li> <li>• horizontal cabling installation;</li> <li>• backbone cabling installation;</li> <li>• fibre optic cabling installation;</li> <li>• copper cabling installation; and</li> <li>• test set manufacturer.</li> </ul>	
OEM that certified the copper installation	
OEM that certified the fibre optic installation	
Date work completed (YYYY-MM-DD)	
Primary Reference Contact Information for Customer at Large Site #2	<p>Name:</p> <p>Title:</p> <p>Address:</p> <p>Telephone Number:</p> <p>Email Address:</p>
Backup Reference Contact Information for Customer at Large Site #2	<p>Name:</p> <p>Title:</p> <p>Address:</p> <p>Telephone Number:</p>

	Email Address:
Reference to the location in this Response where a copy of the certificate or other documentation proving certification by the manufacturer regarding this Cabling Installation Services can be found	
Primary Reference Contact Information for Manufacturer of Products used at Large Site #2	Name: Title: Address: Telephone Number: Email Address:
Backup Reference Contact Information for Manufacturer of Products used at Large Site #2	Name: Title: Address: Telephone Number: Email Address:
<b>Large Site #3</b>	
Customer organization for whom work was performed (the entity claiming the experience must have had a contract directly with the customer organization)  (Note: the same customer organization can be used for more than one Large Site for this Mandatory Experience Criterion or for other Mandatory Experience Criteria)	
Name of the entity that was under contract to perform the work for the customer organization (e.g., was it the Respondent or a proposed subcontractor)	
Civic address, including city and province of the Site	

Number of Work Areas at Site	
Whether Refit or Fit-up	
<p>Description of the Project at the Large Site, which must generally describe the work, include information that addresses all of the following:</p> <ul style="list-style-type: none"> <li>• the approximate square footage of the Large Site;</li> <li>• horizontal cabling installation;</li> <li>• backbone cabling installation;</li> <li>• fibre optic cabling installation;</li> <li>• copper cabling installation; and</li> <li>• test set manufacturer.</li> </ul>	
OEM that certified the copper installation	
OEM that certified the fibre optic installation	
Date work completed (YYYY-MM-DD)	
Primary Reference Contact Information for Customer at Large Site #3	<p>Name:          Title:          Address:          Telephone Number:          Email Address:</p>
Backup Reference Contact Information for Customer at Large Site #3	<p>Name:          Title:          Address:          Telephone Number:          Email Address:</p>

Reference to the location in this Response where a copy of the certificate or other documentation proving certification by the manufacturer regarding this Cabling Installation Services can be found	
Primary Reference Contact Information for Manufacturer of Products used at Large Site #3	Name: Title: Address: Telephone Number: Email Address:
Backup Reference Contact Information for Manufacturer of Products used at Large Site #3	Name: Title: Address: Telephone Number: Email Address:

**MANDATORY EXPERIENCE CRITERION 2 – COPPER CABLING MAC WORK**

**Experience Providing Copper Cabling MAC Work**

The Respondent must have provided Cabling Installation Services for copper cabling MAC work, to one or more customers for a period of at least 24 continuous months in the last 5 years before the day this ITQ is issued, where Cabling Installation Services met or exceeded all of the following elements:

- a minimum of 25 customer Sites, located in at least 3 different Canadian provinces,
- a minimum of 5 Sites with a minimum of 50 Work Areas per Site.

To demonstrate this experience, the Respondent must provide all of the information required by the table below. To meet this experience requirement, the Respondent itself (or a “corporate predecessor”, as contemplated by Article 4.3.4 of the ITQ) must have been responsible to provide the Cabling Installation Services for copper cabling MAC work for **at least 5 of the 25 customer sites**. The Respondent may rely on third parties whom the Respondent proposes to use as its sub-contractors for GMCS for the remaining sites (in accordance with Article 4.3.4 of the ITQ).

During the evaluation period, Canada may request contact information for any customer organization named below (whether it is a customer of the Respondent itself or one of its proposed subcontractors) in order to verify the information provided by the Respondent.

No.	Civic Address	City	Province	Name of Customer Organization	Name of entity under contract to perform work for customer organization (i.e., Respondent or name of subcontractor)	Start date (YYYY-MM-DD)	End date (YYYY-MM-DD)	Number of Work Areas per Site
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
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**MANDATORY EXPERIENCE CRITERION 3 – CABLE PLANT DESIGN SERVICES FOR 3 LARGE SITES**

Experience Providing Cable Plant Design Services for 3 Large Sites	
<p>The Respondent must have experience providing Cable Plant Design Services by a Registered Communications Distribution Designer™ (RCDD) for 3 Large Sites. The Respondent must demonstrate (by providing all of the information required by the table below) that it completed the Design work for 3 Large Sites, located in 3 different Canadian provinces, where the work was completed in the last 5 years before the day this ITQ is issued.</p> <p>To demonstrate this experience, the Respondent must provide all of the information required by the table below. To meet this experience requirement, the Respondent itself (or a “corporate predecessor”, as contemplated by Article 4.3.4 of the ITQ) must have been responsible to provide the Cable Plant Design Services for <b>at least 1 of the 3 large sites</b>. The Respondent may rely on third parties whom the Respondent proposes to use as its sub-contractors for GMCS for the remaining sites (in accordance with Article 4.3.4 of the ITQ).</p>	
Large Site #1	
<p>Customer organization for whom work was performed (the entity claiming the experience must have had a contract directly with the customer organization)</p> <p>(Note: the same customer organization can be used for more than one Large Site for this Mandatory Experience Criterion or for other Mandatory Experience Criteria)</p>	
Name of the entity that was under contract to perform the work for the customer organization (e.g., was it the Respondent or a proposed subcontractor)	
Name and certification number of the RCDD	
Civic address, including city and province	
Number of Work Areas at Site	
Provide a summary of the design specifications and design work completed for the Large Site, including information that addresses all of the following:	

<ul style="list-style-type: none"> <li>• the approximate square footage of the Large Site;</li> <li>• ANSI/TIA compliance;</li> <li>• horizontal cabling distribution;</li> <li>• backbone cabling distribution;</li> <li>• fibre optic cabling distribution; and</li> <li>• copper cabling distribution.</li> </ul>	
<p>Date work completed (YYYY-MM-DD)</p>	
<p>Primary Reference Contact Information for Customer at Large Site #1</p>	<p>Name: Title: Address: Telephone Number: Email Address:</p>
<p>Backup Reference Contact Information for Customer at Large Site #1</p>	<p>Name: Title: Address: Telephone Number: Email Address:</p>
<p><b>Large Site #2</b></p>	
<p>Customer organization for whom work was performed (the entity claiming the experience must have had a contract directly with the customer organization)</p> <p>(Note: the same customer organization can be used for more than one Large Site for this Mandatory Experience Criterion or for other Mandatory Experience Criteria)</p>	

Name of the entity that was under contract to perform the work for the customer organization (e.g., was it the Respondent or a proposed subcontractor)	
Name and certification number of the RCDD	
Civic address, including city and province	
Number of Work Areas at Site	
<p>Provide a summary of the design specifications and design work completed for the Large Site, including information that addresses all of the following:</p> <ul style="list-style-type: none"> <li>• the approximate square footage of the Large Site;</li> <li>• ANSI/TIA compliance;</li> <li>• horizontal cabling distribution;</li> <li>• backbone cabling distribution;</li> <li>• fibre optic cabling distribution; and</li> <li>• copper cabling distribution.</li> </ul>	
Date work completed (YYYY-MM-DD)	
Primary Reference Contact Information for Customer at Large Site #2	<p>Name:          Title:          Address:          Telephone Number:          Email Address:</p>
Backup Reference Contact Information for Customer at Large Site #2	<p>Name:          Title:          Address:          Telephone Number:          Email Address:</p>

Large Site #3	
<p>Customer organization for whom work was performed (the entity claiming the experience must have had a contract directly with the customer organization)</p> <p>(Note: the same customer organization can be used for more than one Large Site for this Mandatory Experience Criterion or for other Mandatory Experience Criteria)</p>	
Name of the entity that was under contract to perform the work for the customer organization (e.g., was it the Respondent or a proposed subcontractor)	
Name and certification number of the RCDD	
Civic address, including city and province	
Number of Work Areas at Site	
<p>Provide a summary of the design specifications and design work completed for the Large Site, including information that addresses all of the following:</p> <ul style="list-style-type: none"> <li>• the approximate square footage of the Large Site;</li> <li>• ANSI/TIA compliance;</li> <li>• horizontal cabling distribution;</li> <li>• backbone cabling distribution;</li> <li>• fibre optic cabling distribution; and</li> <li>• copper cabling distribution.</li> </ul>	
Date work completed (YYYY-MM-DD)	

Primary Reference Contact Information for Customer at Large Site #3	Name: Title: Address: Telephone Number: Email Address:
Backup Reference Contact Information for Customer at Large Site #3	Name: Title: Address: Telephone Number: Email Address:

**MANDATORY EXPERIENCE CRITERION 4 – SERVICE MANAGER**

<b>Experience Providing a Service Manager</b>	
<p>The Respondent must have provided the services of a service manager to one customer for a period of at least 3 consecutive years within the last 5 years before the day this ITQ is issued, where the Service Manager acted as the customer's primary point of contact for service issues including:</p> <ul style="list-style-type: none"> <li>• billing;</li> <li>• ordering;</li> <li>• service delivery and adherence to the terms of the contract;</li> <li>• incident management;</li> <li>• performance of the installed cabling; and</li> <li>• adherence to service levels.</li> </ul> <p>To demonstrate this experience, the Respondent must provide all of the information required by the table below. This experience must be the experience of the Respondent (or a “corporate predecessor”, as defined in the ITQ) and cannot include the experience of a proposed subcontractor.</p> <p>During the evaluation period, Canada may contact the references named below in order to verify the information provided by the Respondent.</p>	
<p>Customer organization who was the recipient of the service manager’s services</p> <p>(Note: the same customer organization can be used for other Mandatory Experience Criteria as well)</p>	
<p>Name of the individual or individuals that provided the services of a service manager during the period of at least 3 years (i.e., to meet the 3-year requirement, it is possible that the Respondent provided the services of several successor service managers).</p>	
<p>To demonstrate this experience, the Respondent must provide all of the information required</p>	<ul style="list-style-type: none"> <li>• billing</li> </ul>
<p>(Note to Respondents: if additional space is required to provide a comprehensive response, please add extra</p>	<ul style="list-style-type: none"> <li>• ordering</li> </ul>

separate pages or attachments and submit with your response.)	<ul style="list-style-type: none"> <li>• service delivery and adherence to the terms of the contract</li> </ul>
	<ul style="list-style-type: none"> <li>• incident management</li> </ul>
	<ul style="list-style-type: none"> <li>• performance of the installed cabling</li> </ul>
	<ul style="list-style-type: none"> <li>• adherence to service levels</li> </ul>
Start and End date (YYYY-MM-DD to YYYY-MM-DD)	
Primary Reference Contact Information for Customer	Name: Title: Address: Telephone Number: Email Address:
Backup Reference Contact Information for Customer	Name: Title: Address: Telephone Number: Email Address:

**MANDATORY EXPERIENCE CRITERION 5 – CUSTOMER SERVICE FUNCTION**

<b>Experience Providing a Customer Service Function</b>	
<p>The Respondent must have provided a customer service function, such as a service desk (also known as a help desk), to one customer for a period of at least 24 continuous months within the last 5 years before the day this ITQ is issued, where the customer service function met or exceeded all of criteria identified in the table below.</p> <p>To demonstrate this experience, the Respondent must provide all of the information required by the table below. This experience must be the experience of the Respondent (or a “corporate predecessor”, as defined in the ITQ) and cannot include the experience of a proposed subcontractor.</p> <p>During the evaluation period, Canada may contact the references named below in order to verify the information provided by the Respondent.</p>	
<p>Customer organization to whom the customer service function was provided</p> <p>(Note: the same customer organization can be used for other Mandatory Experience Criteria as well)</p>	
<p>Description of the customer service function provided, including information that addresses all of the following mandatory elements:</p> <ul style="list-style-type: none"> <li>24 hours per day x 365 days per year contact and response services;</li> <li>a single telephone number for the customer to contact and interact with the customer service function; and</li> <li>bilingual (English and French) telephone support within its customer service function, based on the customer’s choice of language.</li> </ul>	
<p>Start and End date (YYYY-MM-DD to YYYY-MM-DD)</p>	
<p>Primary Reference Contact Information for Customer</p>	<p>Name:</p> <p>Title:</p>



	Address: Telephone Number: Email Address:
Backup Reference Contact Information for Customer	Name: Title: Address: Telephone Number: Email Address:

**MANDATORY EXPERIENCE CRITERION 6 – CUSTOMER ACCESSIBLE SERVICE PORTAL**

**Experience Providing a Customer Accessible Service Portal**

The Respondent must have provided a customer accessible service portal to one customer for a period of at least 24 continuous months (which may include the implementation phase) within the last 5 years before the day this ITQ is issued, where the customer accessible service portal provided the following:

- average minimum monthly uptime of 99%;
- available 24 hours a day, 365 days a year, exclusive of maintenance windows;
- secure web browser on-line access using TLS (Transport Layer Security) protocol;
- on-line help;
- service reporting including reporting on various service level metrics;
- quotation requests, responses and tracking;
- service order requests, responses and tracking; and
- billing information on-line.

To demonstrate this experience, the Respondent must provide all of the information required by the table below. This experience must be the experience of the Respondent (or a “corporate predecessor”, as defined in the ITQ) and cannot include the experience of a proposed subcontractor.

During the evaluation period, Canada may contact the references named below in order to verify the information provided by the Respondent.

Name of Customer Organization that utilized the portal	
Confirm the customer-accessible portal had a minimum monthly uptime an average of 99% and was available 24 hours per day, 365 days per year. Provide details, such as a copy of a report issued by the vendor to the customer showing portal up-time.	
Confirm the secure web browser on-line access using TLS (Transport Layer Security) protocol. Provide details.	

Confirm/describe the on-line help functions made available through the customer-accessible portal	
Describe the service reporting including reporting on service level metrics provided to the customer	
Describe the quotation and service order requesting, recording and tracking processes provided to the customer	
Describe the on-line billing information provided to the customer	
Time span the portal was available (YYYY-MM-DD to YYYY-MM-DD)	
Primary Reference Contact Information for Customer	Name: Title: Address: Telephone Number: Email Address:
Backup Reference Contact Information for Customer	Name: Title: Address: Telephone Number: Email Address:

**CRITERION 7 – SOCIO-ECONOMIC STRATEGY**

<b>Demonstrating a socio-economic strategy / approach when providing cabling services for the Government of Canada (GC).</b>	
<p>The Respondent must provide a socio-economic strategy for the two scenarios described below which details their commitment to working with underrepresented socio-economic businesses in the delivery of their services under a GC contract:</p> <ul style="list-style-type: none"> <li>• Scenario 1: Describe your socio-economic strategy for a proposed cabling project with a value of \$100K to be delivered in a small town / rural location. (e.g. Armstrong, Ontario)</li> <li>• Scenario 2: Describe your socio-economic strategy for a proposed cabling project with a value of \$100K to be delivered in a city / urban location. (e.g. Vancouver, British Columbia).</li> </ul> <p>Your strategy should include such factors as:</p> <ul style="list-style-type: none"> <li>• Description of considerations on how you would determine the level of engagement with underrepresented businesses (such as but not limited to: Indigenous-owned businesses; Persons with disability-owned businesses; Small and Medium-size Enterprises (SMEs); Visible minority-owned businesses; Women-led businesses; Women-owned businesses; and others (please specify)). and how you would outreach to underrepresented businesses as sub-contractors to deliver the services or hire staff from underrepresented groups.</li> <li>• Description of how your approach might differ if cabling services are to be provided in a small town that is in a remote area vs. a city.</li> <li>• Describe any value-added elements of incorporating underrepresented businesses in your service delivery.</li> <li>• Etc.</li> </ul>	
<p>Scenario 1: Describe your socio-economic strategy for a proposed cabling project with a value of \$100K to be delivered in a small town / rural location. (e.g. Armstrong, Ontario)</p>	
<p>Scenario 2: Describe your socio-economic strategy for a proposed cabling project with a value of \$100K to be delivered in a city / urban location. (e.g. Vancouver, British Columbia).</p>	

## Definition of Terms

The following definitions apply to the ITQ Experience Requirements (Annex C) only:

Active Cabling Products	IP-addressable IT components used for Open Systems Interconnection (OSI) model layer 1 (physical).
Complex Project	Involves all of the following: <ul style="list-style-type: none"> <li>• one or more stakeholders (tenants, building owner or manager, general contractor, etc.);</li> <li>• multiple deliverables;</li> <li>• the implementation of a Local Area Network;</li> <li>• coordinating work around the work of multiple construction trades; and</li> <li>• a cabling component involving at least 200 Work Areas.</li> </ul>
Fit-up	Project work done in a new building, where the cabling installation services must be coordinated with construction work and involve the implementation of a Local Area Network infrastructure.
Indigenous-owned businesses	We consider a business Indigenous-owned, if <b>at least 51% of the business</b> is owned, managed and controlled by Indigenous People, and the principal place of business is in Canada.
Large Site	A minimum of 500 workstations; in either a stand-alone building with a minimum of three floors, or a campus of at least 2 buildings.
Moves, Adds, Changes (MAC)	Day-to-day horizontal copper cabling activities required to relocate and/or add staff or equipment, including installation of new cables (add), lifts, reinstalls, moves (lift and reinstall in one service order) and changes (changes to cross-connects).
OEM	Original Equipment Manufacturer
Outside Plant	Telecommunications infrastructure designed for installation exterior to buildings.
Person(s) with disability-owned businesses	We consider a business is Person(s) with disability-owned, if <b>at least 51% of the business</b> is owned, managed and controlled by person(s) with a disability, and the principal place of business is in Canada.  <a href="#">Employment and Social Development Canada</a> 's definition: "Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."
Project	Any cabling work that does not fall within the work described in this ITQ for MAC or Repair, and that usually requires cable plant design and installation of horizontal and backbone cabling.
Refit	Project work done in one or more floors of an existing building, where the cabling installation services must be coordinated with construction work and involving the implementation of an IT infrastructure.
Repair	All the work associated with returning cabling to active service and ensuring that performance is within the manufacturer's specifications.
Site	At least one physical stand-alone building (two floors within the same building cannot be counted as two Sites if they are occupied by the same customer) with one civic address.
Small and Medium-Sized Enterprises (SMEs)	<a href="#">Innovation, Science and Economic Development Canada</a> (ISED) defines an SME as a business establishment with 1–499 paid employees, more specifically: <ul style="list-style-type: none"> <li>• A small business has 1 to 99 paid employees.</li> <li>• A medium-sized business has 100 to 499 paid employees.</li> </ul> ...and the principal place of business is in Canada.

Visible minority-owned businesses	We consider a business Visible minority-owned, if <b>at least 51% of the business</b> is owned, managed and controlled by person(s) who are visible minorities, and the principal place of business is in Canada. <a href="#">Employment Equity Act</a> defines a visible minority as “persons other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.”
Women-led businesses	We consider a business to be women-led, if the business has a woman/women with long-term control and management of the business, who demonstrate an ownership stake in the company and an active role in both strategic and day to day decision making, and the principal place of business is in Canada.
Women-owned businesses	We consider a business as women-owned, if <b>at least 51 per cent of the business</b> is owned, managed and controlled by women, and the principal place of business is in Canada.
Work Areas	A service delivery point space where the occupants interact with telecommunications terminal equipment. A Work Area may contain one or more drops.

## **ANNEX D – DRAFT SECURITY REQUIREMENTS CHECK LIST (SRCL)**

**(Note to Respondents:** Annex D, SRCL will provided as a separate attached PDF document.)

## ANNEX E – SUPPLY CHAIN INTEGRITY PROCESS

Note: Anticipated to be Mandatory Assessment at Bid Solicitation stage. Process may begin at the end of RRR. Actual requirement to be finalised during RRR.
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### 1. SCI REQUIREMENT

In order to remain a Bidder and to be eligible to bid on any solicitation associated with this procurement process, each Bidder will need to complete the Supply Chain Integrity process.

#### Definitions

The following words and expressions used with respect to Supply Chain Integrity assessment have the following meanings:

- (a) **“Product”** means any hardware that operates at the data link layer of the OSI Model (Layer 2) and above; any software; and any Workplace Technology Devices;
- (b) **“Workplace Technology Device”** means any desktop, mobile workstation (such as a laptop or tablet), smart phone, or phone, as well as any peripheral item or accessory such as a monitor, keyboard, computer mouse, audio device or external or internal storage device such as a USB flash drive, memory card, external hard drive or writable CDs and DVDs or other media;
- (c) **“Product Manufacturer”** means the entity that assembles the component parts to manufacture the final Product;
- (d) **“Software Publisher”** means the owner of the copyright of the software, who has the right to license (and authorize others to license/sub-license) its software products;
- (e) **“Canada’s Data”** means any data originating from the Work, any data received in contribution to the Work or any data that is generated as a result of the delivery of security, configuration, operations, administration and management services, together with any data that would be transported or stored by the Contractor or any subcontractor as a result of performing the Work under any contract resulting from a subsequent solicitation; and
- (f) **“Work”** means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under any contract resulting from a subsequent solicitation.

#### Mandatory Ongoing Qualification Submission Requirements

A supply chain scope diagram is attached below under Section 3 to provide a visual representation of the Supply Chain Integrity (SCI) process and assessment requirements described in further detail below.

Bidders must submit, prior to contract award, the following Supply Chain Security Information (SCSI):

- (a) **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 Bidder) pursuant to any resulting contract. 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 Bidder down the chain.

Any subcontractor that could have access to Canada's Data or would be responsible either for transporting it, processing it or for storing it must be identified. For the purposes of this requirement, a third party who is merely a supplier of goods to the Bidder, but who does not perform any portion of the Work, is not considered to be a subcontractor. Subcontractors would include, for example, technicians who might be deployed or maintain the Bidder's solution. If the Bidder does not plan to use any subcontractors to perform any part of the Work, Canada requests that the Bidder indicate this in its bid submission.

While submitting the information is mandatory, Bidders are requested to provide the SCSI by using the SCSI Submission Form. Canada requests that, on each page, Bidders indicate their legal name and insert a page number as well as the total number of pages. Canada also requests that Bidders insert a separate row in the SCSI Submission Form for each Product. Canada requests that Bidders not repeat multiple iterations of the same Product (e.g., if the serial number and/or the color is the only difference between two Products, they will be treated as the same Product for the purposes of SCSI).

## **2. ASSESSMENT OF SUPPLY CHAIN SECURITY INFORMATION**

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.

In conducting its assessment:

- (a) 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 Bidder 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 bid submission being disqualified.
- (b) 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 bid submission or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of the Supply Chain Security Information.

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:

- (a) Canada will notify the Bidder 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 Bidder 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 Bidder; therefore, in some circumstances, the Bidder will not know the underlying reasons for Canada's concerns with respect to a product, subcontractor or other aspect of the Bidder's Supply Chain Security Information.
- (b) The notice will provide the Bidder with one opportunity to submit revised Supply Chain Security Information within the 2 calendar days following the day on which Canada's written notification is sent to the Bidder (or a longer period specified in writing by the Contracting Authority).
- (c) If the Bidder submits revised Supply Chain Security Information within the allotted time, Canada will perform a second assessment. If Canada determines that any aspect of the Bidder'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 previously Bidder will be disqualified and unable to participate in the subsequent procurement phase(s).

By participating in this process, the Bidder acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified. Also, the Bidder acknowledges that Canada's security assessment does not involve the assessment of a proposed solution. As a result:

- (a) qualification pursuant to the SCI assessment 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 any subsequent solicitation or any resulting contract or other instrument that may be awarded as a result of any subsequent solicitation;
- (b) qualification pursuant to the SCI assessment does not mean that the same or similar Supply Chain Security Information will be assessed in the same way for future requirements;
- (c) arising security threats may affect some aspect(s) of a Bidder's Supply Chain Security Information which has become the subject of security concerns. At that point, Canada will notify the Bidder and provide the Bidder with an opportunity to revise its Supply Chain Security Information, using the same process described above; and
- (d) 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.

The lowest compliant Bidder will be notified in writing regarding whether or not they continue to be qualified to proceed to the next stage of the procurement process based on the SCI assessment.

The lowest compliant Bidder that has qualified based on the SCI assessment will be required to provide the proposed maintenance and support services throughout the contract period. Alternative or additional subcontractors may be proposed by the Bidder but must be vetted via the SCI assessment process. This will be a mandatory requirement of the solicitation process.

By submitting its SCS, the Bidder agrees to the terms of the following non-disclosure agreement (the "**Non-Disclosure Agreement**"):

- (a) The Bidder agrees to keep confidential any information it receives from Canada regarding Canada's assessment of the Bidder's Supply Chain Security Information (the "Sensitive Information") including, but not limited to, which aspect of the Supply Chain Security Information is subject to concern, and the reasons for Canada's concerns.
- (b) Sensitive Information includes, but is not limited to, any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form or otherwise, and regardless of whether or not that information is labeled as classified, confidential, proprietary or sensitive.
- (c) The Bidder agrees that it will not reproduce, copy, divulge, release or disclose, in whole or in part, in whatever way or form any Sensitive Information to any person other than a person employed by the Bidder who has a need to know the information as well as a security clearance commensurate with the level of Sensitive Information being accessed, without first receiving the written consent of the Contracting Authority.
- (d) The Bidder agrees to notify the Contracting Authority immediately if any person, other than those permitted by this Sub-article, accesses the Sensitive Information at any time.

- (e) All Sensitive Information will remain the property of Canada and must be returned to the Contracting Authority or destroyed, at the option of the Contracting Authority, if requested by the Contracting Authority, within 30 days following that request.
- (f) The Bidder agrees that a breach of this Non-Disclosure Agreement may result in disqualification of the Bidder at any stage of the procurement process, or immediate termination of a resulting contract or other resulting instrument. The Bidder also acknowledges that a breach of this Non-Disclosure Agreement may result in a review of the Bidder's security clearance and review of the Bidder's status as an eligible bidder for other requirements.
- (g) This Non-Disclosure Agreement remains in force indefinitely. If the Bidder wishes to be discharged from its obligations with respect to any records that include the Sensitive Information, the Bidder may return all the records to an appropriate representative of Canada together with a reference to this Non-Disclosure Agreement. In that case, all Sensitive Information known to the Bidder and its personnel would remain subject to this Non-Disclosure Agreement, but there would be no further obligations with respect to the secure storage of the records containing that Sensitive Information (unless the Bidder created new records containing the Sensitive Information).