



## SHARED SERVICES CANADA

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

|                      |        |                    |                  |
|----------------------|--------|--------------------|------------------|
| ITQ No.              | R31606 | Date               | October 31, 2019 |
| Amendment No.        | 002    |                    |                  |
| GCDocs File No.      | R31606 | GETS Reference No. | R31606           |
| Client Reference No. | R31606 | Requisition No.    | R31606           |

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|--|--|--|--|
| Issuing Office   | Shared Services Canada<br>180 Kent Street, 13 <sup>th</sup> Floor<br>Ottawa, Ontario K1P 0B5 |  |  |
| Standing Offer Authority<br>(The Standing Offer Authority is the contact for all aspects of the procurement process, including questions and comments about this document) | Name   | Dimeji Temidire  |  |
|  | Telephone No.  | 613-618-2048   |  |
|  | Email Address  | Dimeji Temidire  |  |
|  | Postal Address   | 180 Kent Street, 13 <sup>th</sup> Floor<br>Ottawa, Ontario K1P 0B5 |  |
| Closing Date and Time  | December 13, 2019 @ 04:00 PM   |  |  |
| Time Zone  | Eastern Daylight Time (EST)  |  |  |
| Email Address for Submitting your Response by Solicitation Closing   | <a href="mailto:dimeji.temidire@canada.ca">dimeji.temidire@canada.ca</a>                     |  |  |



**INVITATION TO QUALIFY AMENDMENT NO. 002**

Invitation to Qualify (ITQ) Amendment no. 002 is raised:

- 1) Replace ANNEX C – MANDATORY ITQ QUESTIONNAIRE

**\*\*NOTE THE NEW VERSION OF THE ANNEX C WILL ALSO BE ATTACHED TO THE ITQ POSTING\*\***

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1) Replace ANNEX C – MANDATORY ITQ QUESTIONNAIRE:

### 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 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 4.3 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>  |  |
| <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)</p>   |  |
| <p>Civic address, including city and province of the Site</p>   |  |

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| 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  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Customer at Large Site #1   | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Manufacturer of Products used at Large Site #1   | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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)<br><br>(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  |  |

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| 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  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Customer at Large Site #2   | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Manufacturer of Products used at Large Site #2   | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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)<br><br>(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   |  |

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| <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> |   |
| <p>OEM that certified the copper installation</p>  |   |
| <p>OEM that certified the fibre optic installation</p>   |   |
| <p>Date work completed (YYYY-MM-DD)</p>  |   |
| <p>Primary Reference Contact Information for Customer at Large Site #3</p>   | <p>Name:<br/> Title:<br/> Address:<br/> Telephone Number:<br/> Email Address:</p> |
| <p>Backup Reference Contact Information for Customer at Large Site #3</p>  | <p>Name:<br/> Title:<br/> Address:<br/> Telephone Number:<br/> Email Address:</p> |
| <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</p>   |   |



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| Primary Reference Contact Information for Manufacturer of Products used at Large Site #3 | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Manufacturer of Products used at Large Site #3  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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 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 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   |               |      |          |                               |   |                         |                       |                               |
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| 6   |               |      |          |                               |   |                         |                       |                               |
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| 10  |               |      |          |                               |   |                         |                       |                               |
| 11  |               |      |          |                               |   |                         |                       |                               |
| 12  |               |      |          |                               |   |                         |                       |                               |
| 13  |               |      |          |                               |   |                         |                       |                               |
| 14  |               |      |          |                               |   |                         |                       |                               |
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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 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 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>   |  |
| <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)</p>  |  |
| <p>Name and certification number of the RCDD</p>   |  |
| <p>Civic address, including city and province</p>  |  |
| <p>Number of Work Areas at Site</p>  |  |
| <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 #1   | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Customer at Large Site #1  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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)<br><br>(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) |  |

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| 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   | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Customer at Large Site #2  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |

| 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:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Customer at Large Site #3  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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> <p>(Note to Respondents: if additional space is required to provide a comprehensive response, please add extra separate pages or attachments and submit with your response.)</p>   | <ul style="list-style-type: none"> <li>• billing</li> </ul>   |
|   | <ul style="list-style-type: none"> <li>• ordering</li> </ul>  |
|   | <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:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address:                       |
| Backup Reference Contact Information for Customer  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>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 Article 4.3 of 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> <p>Address:</p> |

|   |  |
|---|--|
|   | Telephone Number:<br>Email Address:                                |
| Backup Reference Contact Information for Customer | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |

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

| <b>Experience Providing a Customer Accessible Service Portal</b>  |  |
|---|--|
| <p>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:</p> <ul style="list-style-type: none"> <li>• average minimum monthly uptime of 99%;</li> <li>• available 24 hours a day, 365 days a year, exclusive of maintenance windows;</li> <li>• secure web browser on-line access using TLS (Transport Layer Security) protocol;</li> <li>• on-line help;</li> <li>• service reporting including reporting on various service level metrics;</li> <li>• quotation requests, responses and tracking;</li> <li>• service order requests, responses and tracking; and</li> <li>• billing information on-line.</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 Article 4.3 of 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> |  |
| 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:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |
| Backup Reference Contact Information for Customer  | Name:<br>Title:<br>Address:<br>Telephone Number:<br>Email Address: |

**CRITERION 7 – SOCIO-ECONOMIC STRATEGY**

**Demonstrating a socio-economic strategy / approach when providing cabling services for the Government of Canada (GC).**

Canada request that Respondents 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:

- 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)
- 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).

Your strategy should include such factors as:

- 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.
- 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.
- Describe any value-added elements of incorporating underrepresented businesses in your service delivery.
- Etc.

|   |  |
|---|--|
| 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)     |  |
| 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). |  |

## 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.<br><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.<br><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.   |



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| 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.                                 |