



**ADDRESS RESPONSES TO:
ADRESSER LES RÉPONSES**

À: **James Graves** (Contracting Authority/
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0B6

Email Address for Response
Submission/l'adresse électronique de présentation
de la réponse: james.graves2@canada.ca

ITQ Questions are to be submitted via P2P:
[https://sscp2pspc.ssc-
spc.gc.ca/page.aspx/en/bpm/process_manage_extranet/11
297](https://sscp2pspc.ssc-spc.gc.ca/page.aspx/en/bpm/process_manage_extranet/11297)

**ONLY QUESTIONS SUBMITTED VIA P2P
WILL BE ACKNOWLEDGED**

INVITATION TO QUALIFY

INVITATION À SE QUALIFIER

Comments - Commentaires

**Vendor/Firm Name and address Raison
sociale et adresse du fournisseur/de
l'entrepreneur**

**Issuing Office – Bureau de distribution Shared
Services Canada / Services partagés Canada
Procurement and Vendor Relations / Acquisitions
et relations avec les fournisseurs 180 Kent Street
13th Floor Ottawa, Ontario, K1P 0B6**

**INVITATION TO QUALIFY/
INVITATION À SE QUALIFIER (ISQ)**

Title – Sujet ITQ – Government PSTN Access Services (GPAS)	
Solicitation No. – No de l'invitation BPM009024/B	Date July 2, 2020
Client Reference No. – N° référence du client : P2P 50777	
GETS Reference No. – N° de référence de SEAG PW-20-00916837	
File No. – N° de dossier : P2P 50777	CCC No. / N° CCC - FMS No. / N° VME NA
Closing date – Date de fermeture On – le July 13, 2020 At – À 2:00 P.M. Time zone – Fuseau horaire: EDT	
D.D.P. Plant-Usine: Destination: Other-Autre:	
Address Inquiries to : - Adresser toutes questions à: James Graves	Buyer Id – Id de l'acheteur CDI
Telephone No. – N° de téléphone : 873-355-4946	Email – Courriel james.graves2@canada.ca
Destination - Destination See herein / Voir dans ce document	

Delivery required - Livraison exigée N/A	Delivery Offered – Livraison propose N/A
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SOLICITATION AMENDMENT #003 MODIFICATION À LA DEMANDE DE SOUMISSION NO 003

REASONS FOR AMENDMENT / RAISONS DE LA MODIFICATION

1. This Solicitation Amendment No. 003 to Solicitation No. BPM009024/B is issued to answer questions relative to the Invitation to Quality (ITQ) and to amend the solicitation as necessary.

Note:

This ITQ Amendment revises the Mandatory Experience Requirements and Terminology.

2. Amend ITQ Document, Article 1.2.2 - Overview and Scope of the Requirement
3. Amend ITQ Document, Terminology at Article 1.4.3
4. Amend Annex B: ITQ Reference Project Forms – Tier 1 and Tier 2 Supplier Mandatory Experience Requirements for PSTN Access Services – Requirement #1
5. Amend Annex C: ITQ Reference Project Forms - Tier 1 Supplier Mandatory Experience Requirements for PSTN Access Services - Requirement #1
6. Amend Annex C: ITQ Reference Project Forms- Tier 1 Supplier Mandatory Experience Requirements for PSTN Access Services - Requirement #3
7. Amend Annex D: ITQ Reference Project Forms - Tier 2 Supplier Mandatory Experience Requirements for SIP Trunking Service – Requirement #1
8. Amend Annex F: ITQ Reference Project Forms- Tier 2 Supplier Mandatory Experience Requirements for Analogue Service – Requirement #1

1) Questions & Answers Q&A:

	ITQ Document PSTN Access Services GPAS
Q9	<p>Based on Q&A1, a Tier 1 Supplier is a Supplier who can provide all (SIP, ISDN, Analogue) PSTN Access Services, defined as a managed service implemented by the Respondent in Canada and hosted in Central Offices of the Respondent or 3rd party supplier that provides access to the Public Switched Telephone Network (PSTN), to all Service Locations.</p> <p>Without a list of all Service locations, Suppliers cannot confirm if they can provide PSTN services through their own facilities, if there are appropriate agreements in place with every potential 3rd party supplier, or that the costs in doing so could be prohibitive.</p>

	Will a Tier 1 Supplier have the ability to decline a service order where they are unable to provide the service due to either a lack of flow through contracts with a 3rd party or where the service would be cost prohibitive.
A9	<p>Please refer to answers for Question 1 and 5.</p> <p>A Supplier is not able to decline a Service Order since Service Orders are based on pricing in the Service Catalogue for the Standing Offer. Where there is no price for a Service Location for a PSTN Access Service, Canada will issue a Request for Quote (RFQ) to obtain the pricing from Suppliers.</p> <p>A Tier 1 Supplier will not be able to decline a RFQ where the supplier deems it to be cost prohibitive.</p> <p>A Tier 1 Supplier may be able to decline an RFQ based on the lack of a contract with a third party supplier based on conditions that will be identified during the RRR phase.</p>

2) At ITQ Document, Article 1.2.2 - Overview and Scope of the Requirement:

Delete: In its entirety;

Insert:

- 1.2.2 Canada intends to establish a National Master Standing Offer for PSTN Access Services as follows:
- a) Tier 1 Suppliers and Tier 2 Suppliers where a Supplier can qualify as **either a Tier 1 Supplier or a Tier 2 Supplier, NOT BOTH.**
 - b) Standard Call-ups issued to both Tier 1 and Tier 2 Suppliers and Complex Call-ups issued **ONLY** to Tier 1 Suppliers. Canada will solely determine which call-up (Standard, Complex) to use to address client(s) requirements. For example, Canada can use five (5) Standard Call-ups for a PSTN Access Service at five (5) Service Locations or issue one (1) Complex Call-up for the same purpose;
 - c) process to add Service Locations;
 - d) process to include new Suppliers at the discretion of Canada; and
 - e) process to remove a Supplier (period of time, permanent) for non-performance.

3) At ITQ Document, Terminology at Article 1.4.3

Delete: In its entirety;

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1.4.3 The following definitions apply to the ITQ:

Service	ITQ Definition
PSTN Access Service	A Managed Service implemented by the Respondent in Canada and hosted by the Respondent or third party supplier that provides access to the Public Switched Telephone Network (PSTN).
Public Switched Telephone Network (PSTN)	Worldwide telephone network.
SIP Trunking Service	A PSTN Access Service that provides an IP-based interface for voice and video communications in compliance with the SIP protocol per RFC 3261, ITU-T standards and E.164 International Numbering Plan.
Integrated Services Digital Network (ISDN) Service	A PSTN Access Service hosted that allows voice and video communications over Primary Rate Interface (PRI) Trunks in compliance with ITU-T standards and E.164 International Numbering Plan.
Analogue Service	A PSTN Access Service that allows for voice and data transmission over Analogue Trunks and/or analogue business lines (ground and/or loop start) in compliance with ITU-T standards and E.164 International Numbering Plan.
Primary Rate Interface (PRI) Trunk	A telecommunication interface that carries multiple voice and data transmissions using 64 KBPS channels. A single PRI can carry up to 24 calls/sessions when defined as 24 bearer channels (24 B) and up to 23 calls/sessions as 23 bearer and 1 signaling channel (23 B+ D)
Analogue Trunk	A telecommunication interface that carries voice and data transmissions over modems (e.g. V34, V90, V92, etc.), where a single Analogue Trunk carries a single transmission.

Standard Call-Up	A contract process to authorize a Contractor to perform Work to implement and provide a PSTN Access Service at a Service Location.
Complex Call-Up	A contract process to authorize a Contractor to perform Work to implement and provide PSTN Access Services at Service Locations.
Customer Site	A unique civic address location where the service is provided to a customer
Managed Service	A service that is designed, engineered, implemented, operated, administered, managed and maintained by a Supplier for a customer using hardware and software owned/licensed by the supplier (Respondent).
Prime Contractor	A supplier (Respondent) with a direct contract with the customer using the PSTN Access Service (i.e. not a subcontractor to the Prime Contractor and nor a reseller of PSTN Services provided by another telephony company).
Service Location	A physical location where PSTN Access Services are implemented and provided to Canada.
Tier 1 Supplier	A supplier (Respondent) that can provide a PSTN Access Service in all provinces and territories in Canada.
Tier 2 Supplier	A supplier (Respondent) that can provide a PSTN Access Service at Service Location in Canada.

4) At Annex B: ITQ Reference Project Forms – Tier 1 and Tier 2 Supplier Mandatory Experience Requirements for PSTN Access Services – Requirement #1

Delete:

Mandatory Experience Requirement #1 for Annex B

The Respondent must have provided a PSTN Access Service(s) to 10 or more customers as the Prime Contractor for a period of at least 36 continuous months (which can include the implementation phase) for each customer in the last 5 years prior to the closing date of this ITQ.

Respondents who are relying on work done for multiple Customers should submit one form per customer, (minimum 10 customer forms in total) each describing the work done for that Customer (The period of “36 continuous months” can be different for each of the Customers served).

Insert:

Mandatory Experience Requirement #1 for Annex B

The Respondent must have provided a PSTN Access Service(s) to 10 or more customers as the Prime Contractor for a period of at least 36 continuous months (which can include the implementation phase) for each customer in the last 5 years prior to the closing date of this ITQ.

Respondents must submit one form per customer (minimum 10 customer forms in total), each describing the work done for that Customer (The period of “36 continuous months” can be different for each of the Customers served).

**5) ANNEX C: ITQ REFERENCE PROJECT FORMS - TIER 1 SUPPLIER MANDATORY EXPERIENCE
REQUIREMENTS FOR PSTN ACCESS SERVICES - Requirement #1**

Delete: In its entirety;

Insert

Annex C: ITQ Reference Project Form	
Respondent Legal Name	
Respondent Address	
Mandatory Experience Requirement #1 for Annex C	
<p>The Respondent must have provided a SIP Trunking Service to a customer as the Prime Contractor for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the SIP Trunking Service, as implemented, met or exceeded all of the following:</p> <p>a. a minimum capacity of 500 calls per hour; and</p> <p>b. Customer Sites in 2 different provinces.</p>	
Reference Project for Mandatory Experience Requirement #1 for Annex C	
Entity under contract to customer organization to perform the reference project	
Project name	
Project duration (including start date, completion of implementation and end date, if applicable)	
General project description (e.g. work performed, experienced gained)	
Specific description regarding that project demonstrating the Respondent's experience in providing SIP Trunking Service for a customer with a minimum of 500 calls per hour.	
Specific description regarding that project demonstrating the Respondent's experience in providing SIP Trunking Service at Customer Sites located in 2 or more different provinces	
Name of customer organization	
Customer organization primary reference name	
Customer organization primary reference telephone	
Customer organization primary reference email	
Customer organization backup reference name	
Customer organization backup reference telephone	
Customer organization backup reference email	

6) ANNEX C: ITQ REFERENCE PROJECT FORMS - TIER 1 SUPPLIER MANDATORY EXPERIENCE REQUIREMENTS FOR PSTN ACCESS SERVICES - Requirement #3

Delete: In its entirety;

Insert:

Annex C: ITQ Reference Project Form	
Respondent Legal Name	
Respondent Address	
Mandatory Experience Requirement #3 for Annex C	
The Respondent must have provided Analogue Service to a customer for a period of at least 36 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the Analogue Service, as implemented, met or exceeded a minimum of 20 analogue trunks at Customer Sites in 2 or more Provinces.	
Reference Project for Mandatory Experience Requirement #3 for Annex C	
Entity under contract to customer organization to perform the reference project	
Project name	
Project duration (including start date, completion of implementation and end date, if applicable)	
General project description (e.g. work performed, experienced gained)	
Specific description regarding that project demonstrating the Respondent's experience in providing 20 Analogue Trunks and/or analogue business lines (ground and/or loop start) at Customer Sites in 2 or more Provinces	
Name of customer organization	
Customer organization primary reference name	
Customer organization primary reference telephone	
Customer organization primary reference email	
Customer organization backup reference name	
Customer organization backup reference telephone	
Customer organization backup reference email	

7) **ANNEX D: ITQ REFERENCE PROJECT FORMS - TIER 2 SUPPLIER MANDATORY EXPERIENCE REQUIREMENTS FOR SIP TRUNKING SERVICE – Requirement #1**

Delete: In its entirety;

Insert:

Annex D: ITQ Reference Project Form	
Respondent Legal Name	
Respondent Address	
Mandatory Experience Requirement #1 for Annex D	
The Respondent must have provided a SIP Trunking Service to a customer as the Prime Contractor for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the SIP Trunking Service, as implemented, met or exceeded a minimum capacity of 100 calls per calendar day.	
Reference Project for Mandatory Experience Requirement #1 for Annex D	
Entity under contract to customer organization to perform the reference project	
Project name	
Project duration (including start date, completion of implementation and end date, if applicable)	
General project description (e.g. work performed, experienced gained)	
Specific description regarding that project demonstrating the Respondent's experience in providing SIP Trunking Service for a customer with a minimum of 100 calls per calendar day.	
Name of customer organization	
Customer organization primary reference name	
Customer organization primary reference telephone	
Customer organization primary reference email	
Customer organization backup reference name	
Customer organization backup reference telephone	
Customer organization backup reference email	

8) ANNEX F: ITQ REFERENCE PROJECT FORMS- TIER 2 SUPPLIER MANDATORY EXPERIENCE REQUIREMENTS FOR ANALOGUE SERVICE – Requirement #1

Delete: In its entirety;

Insert:

Annex F: ITQ Reference Project Form	
Respondent Legal Name	
Respondent Address	
Mandatory Experience Requirement #1 for Annex F	
The Respondent must have provided Analogue Service to a customer for a period of at least 36 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ, where the Analogue Service, as implemented, met or exceeded a minimum of 5 Analogue Trunks and/or analogue business lines (ground and/or loop start) at a customer Site.	
Reference Project for Mandatory Experience Requirement #1 for Annex F	
Entity under contract to customer organization to perform the reference project	
Project name	
Project duration (including start date, completion of implementation and end date, if applicable)	
General project description (e.g. work performed, experienced gained)	
Specific description regarding that project demonstrating the Respondent's experience in providing an Analogue Service for a customer with 5 Analogue Trunks and/or analogue business lines (ground and/or loop start) at a customer site	
Name of customer organization	
Customer organization primary reference name	
Customer organization primary reference telephone	
Customer organization primary reference email	
Customer organization backup reference name	
Customer organization backup reference telephone	
Customer organization backup reference email	

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED