

ITQ # BPM010792/A
AMENDMENT NO. 003**ADDRESS RESPONSES TO:
ADRESSER LES RÉPONSES**

À: **James Graves** (Contracting Authority/
autorité contractante) 180 Kent Street, 13th Floor
/ 180 rue Kent, 13e étage Ottawa, Ontario, K1P
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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
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 Invitation to Qualify (ITQ) for Enterprise Build Voice Services (EBVS) Cisco, Avaya & Equivalents	
Solicitation No. – No de l'invitation BPM010792/A	Date November 3, 2020
Client Reference No. – N° référence du client : P2P 72860	
GETS Reference No. – N° de référence de SEAG PW-20-00929902	
File No. – N° de dossier : P2P 72860	CCC No. / N° CCC - FMS No. / N° VME NA
Closing date – Date de fermeture On – le November 10, 2020 At – À 2:00 P.M. Time zone – Fuseau horaire: EST	
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 : 613-668-9563	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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ITQ AMENDMENT #003

REASONS FOR AMENDMENT

1. Extend the ITQ closing date from November 6, 2020 to November 10, 2020
 2. At Part 3 – Respondent Instruction to insert Article 3.9 Equivalent Products
 3. Amend Annex B: Requirement #3 to remove the requirement for a Public Sector reference and revise wording to provide clarity to a) and b)
 4. Amend Annex C Requirement #2 for clarity to remove a section that is not required at ITQ
 5. Amend Annex D Requirement #2 for clarity to remove a section that is not required at ITQ
 6. Replace Attachment 1.0 SSC Standard Instructions for Procurement Documents to replace for a new version
 7. Replace Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet for a new version to reflect revised wording for Annex B Requirement #3, with amended tables and headings
 8. Answer questions relating to the Invitation to Quality (ITQ)
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1. At ITQ Front Page, Closing Date and Time

DELETE: November 6, 2020 @2pm

INSERT: November 10, 2020 @2pm

2. At ITQ Main Document, Part 3 – Respondent Instructions, insert new clause as follows:

INSERT:

3.9 Equivalent Products

- a) Please note that products required under this ITQ have been specified by brand name, model and/or part number in order to ensure compatibility, interoperability and interchangeability with existing equipment owned by Canada. However, Canada will entertain proposals of equivalent products as suggested by the bidding community for:

Power, Racking, and Compute Hardware, Gateways, Enterprise Session Border Controllers (E-SBC), User Devices (phones, etc.), Voice Mail, Contact Centre (ACD), and Emergency Response – 911.

- b) Please refer to section 1.18 in Attachment 1.0 SSC Standard Instructions for Procurement Documents with regards to submitting equivalent product bids.

3. Amend Annex B: Requirement #3 for clarity as follows:

DELETE: The Respondent must have provided IP Telephony goods and services to 30 customers, as Prime Contractor, including at least one Public Sector customer (can include municipal, provincial or federal), in Canada and/or the U.S., for a period of at least 12 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ.

Of those 30 customers, 5 distinct references must be provided for:

- a) Three (3) of the customers must have a minimum of 5 locations with an overall average of 50 users per location; and
- b) One (1) of the customers must have a minimum of 2 locations with an overall average of 100 users per location; and
- c) One (1) customer must have a minimum of 35 locations, geographically dispersed in a minimum of 6 provinces, states or territories.

INSERT: The Respondent must have provided IP Telephony goods and services to 30 customers, located in Canada and/or the U.S. for a period of at least 12 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ.

Of those 30 customers, 5 distinct references must be provided for:

- a) Three (3) of the customers must have a minimum of 5 locations with an average of 50 users per location for these 5 locations; and
- b) One (1) of the customers must have a minimum of 2 locations with an average of 100 users per location for these 2 locations; and
- c) One (1) customer must have a minimum of 35 locations, geographically dispersed in a minimum of 6 provinces, states or territories.

4. Annex C Requirement # 2, is amended for clarity as follows:

DELETE:

At the time of bid, Respondents will be asked to provide the following supporting evidence for equivalent products:

- a) Complete specifications and descriptive literature for each substitute product;
- b) Compliance statements that include technical specifics;

- c) Clear identification of those areas in the specifications and descriptive literature that support the substitute product's compliance;
- d) Clearly identify the areas in the specifications and descriptive technical documentation that demonstrates the equivalency of the proposed product; and,
- e) If requested during the evaluation. The Bidder must provide a demonstration of its proposed equivalent product.

5. Annex D Requirement # 2, is amended for clarity as follows:

DELETE:

At the time of bid, Respondents will be asked to provide the following supporting evidence for equivalent products:

- a) Complete specifications and descriptive literature for each substitute product;
- b) Compliance statements that include technical specifics;
- c) Clear identification of those areas in the specifications and descriptive literature that support the substitute product's compliance;
- d) Clearly identify the areas in the specifications and descriptive technical documentation that demonstrates the equivalency of the proposed product; and,
- e) If requested during the evaluation. The Bidder must provide a demonstration of its proposed equivalent product.

6. Amend Attachment 1.0 SSC Standard Instructions for Procurement Documents as follows:

DELETE: In its entirety;

INSERT: Attachment 1.0 – SSC Standard Instructions for Procurement Documents v2.0

7. Amend Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet

DELETE: In its entirety;

INSERT: Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet v2.0

8. Questions & Answers Q&A:

Q&A AMD 001 – October 19, 2020	
Q1	<p>At Annex B, Requirement #3: One (1) client must have at least 35 locations, geographically distributed in at least 6 provinces, states or territories.</p> <p>Can this requirement be waived?</p>
A1	<p>Canada requires companies demonstrate they have the breadth necessary to support existing enterprise systems on a national basis. Canada will not modify this criteria.</p>
Q2	<p>Will Canada please explain how a Standing Offer model will work for these voice environments with more than one company involved in each stream? Typically when a system is under maintenance, any future sales/maintenance/PS work will need to be done through the same company to ensure they can continue to support the system. The SA structure could lead to multiple companies being asked to do work on the same system. That's not a structure our company works under, especially if any SLA's are included.</p>
A2	<p>Canada is still reviewing the framework of a Standing Offer in this voice environment. This will be addressed in the next phase of the EBVS procurement</p>
Q3	<p>Due to the requirement to provide multiple primary and secondary references contact information, we'll need more time to seek permission from our customer references. Will Canada please extend the bid closing date by at least two additional weeks?</p>
A3	<p>Canada is reviewing this request. No extension will be granted at this time.</p>
Q4	<p>To allow bidders sufficient time to complete their due diligence and provide all mandatory detailed information as requested within this ITQ, we respectfully request an extension of the closing date to November 13th.</p>
A4	<p>Canada is reviewing this request. No extension will be granted at this time.</p>
Q&A Amd 002 – October 27, 2020	
Q5	<p>“Example 2: where it is a Standing Offer (SO) or Supply Arrangement (SA), each Department or Agency authorized to use the SO/SA (independently of Shared Services Canada) can be used by the Respondent as a separate project reference with the department as the customer. EVBS ITQ BPM010792A Instructions, Section 4.8 item j ii) states “Example 2: where it is a Standing Offer (SO) or Supply Arrangement (SA), each Department or Agency authorized to use the SO/SA (independently of Shared Services Canada) can be used by the Respondent as a separate project reference with the department as the customer. “ Please clarify “independently of Shared Services Canada”. If an existing SO or SA is with Shared Services Canada as the Contract Authority and Technical Authority, is the Bidder able to use each client department (e.g RCMP, CRA, CFIA) that has ordered services through SSC's SO/SA as individual project references.</p>
A5	<p>If the Contract/Contract vehicle is managed by SSC but allows for Authorized Users to procure independently of SSC, those departments/agencies can be used as references. If the Contract/Contract vehicle is managed solely by SSC with no provisions for independent authorized users, SSC can only be considered as the sole reference.</p>

Q6	Is the broader public sector considered Public sector, for example would a registered corporation with a single share holder being a city qualify? Would a university, school board be considered public sector?
A6	Yes. Broader public sector clients, such as the examples provided, would be deemed as acceptable references.
Q7	If an organization that is funded by the Ministry of Health and long term care for the province of ON be considered a public sector reference?
A7	No. References are not considered public sector solely on the basis of funding provided by Ministry of Health and Long Term Care for the province of Ontario.
Q8	Please clarify where the separate form is located in pertaining to Annex E Security Requirements Checklist?
A8	Annex E is attached as part of the ITQ package, entitled "Annex E – Security Requirements Check List (SRCL) Stream 1" and can be found on Buy&Sell and P2P.
Q9	It does not seem to allow us to upload the responses. Do we need to be invited for us to upload the responses?
A9	Yes, respondents will need to be invited. Viewing the ITQ documents is open to all interested respondents and can be seen through Buy&Sell and P2P without registering in P2P. However, the respondent will need to be registered in P2P and invited to respond to the specific ITQ to submit a response. Please inform the Contracting Authority by email to confirm your intent to respond and they will invite your company in the P2P portal.
Q&A Amd 003 – November 2, 2020	
Q10	For Annex B Requirement 3, Canada is requesting that three of the reference customers have a minimum of 5 locations and overall average of 50 users per location. Please revise to “minimum of 5 locations and minimum average of 50 users for locations.”
A10	Canada will not modify the requirement. However, Canada has modified the wording to provide greater clarity.
Q11	For Annex B Requirement 3, Canada is requesting that three of the reference customers have a minimum of 2 locations and overall average of 100 users per location. Please revise to “minimum of 2 locations and minimum average of 100 users for locations.”
A11	Canada will not modify the requirement. However, Canada has modified the wording to provide greater clarity.
Q12	The scope provided for this solicitation is the requirement for supply of products, maintenance and support services for IP Telephony solutions (Unified Communications) for SSC and its Partners across Canada, with a declaration that the existing VoIP infrastructure is Cisco and Avaya based. The ITQ mentions that Equivalent products can be proposed for both Stream 1 and Stream 2, however, any Equivalent product must fully compatible, interchangeable, and interoperable with the existing equipment owned by Canada. All VoIP manufacturers have proprietary technology present in their equipment/ solutions. The Mandatory Requirement of only proposing “fully compatible, interchangeable and interoperable” products to Cisco or Avaya in our opinion limits this solicitation to only equipment form those Manufacturers. No other Manufacturer can ever present a fully

	<p>interchangeable solution. Since the requirement of this ITQ is to supply, and support IP Telephony solutions across Canada, would the Government consider breaking up the requirement to 1) Maintenance and Support services for Cisco-Avaya IP Telephony solutions across Canada, and 2) Supply of Product and Services for new VoIP requirements. For the 2nd requirement, if the Business and Technical requirements for new installations of IP Telephony solutions can be shared, Industry would be able to propose solutions to meet these requirements. Mitel for example, which is headquartered in Ottawa, and a leader in VoIP would be able to offer competitive solutions in this space.</p>
A12	<p>Canada will not modify the requirement. Integration and compatibility can be accomplished in a number of ways (e.g., third party products such as session border controllers). Canada's requirement is to support and build upon SSC's existing infrastructure, which is Cisco-based and Avaya-based and centralized (migrating away from distributed models).</p>
Q13	<p>In trying to fill out the chart for reference requirement 3a), 3b), and 3c), we are confused by some of the headings and the resulting average number of users per site. For example, for requirement a), it requires three customers to have at least 5 sites averaging 50 users or more users. If we have a customer that has 1,100 locations with an overall average of 20 users, but who has more than 5 locations with more than 50 users, how should that be inputted? Should we only list that they have 5 locations with the average of those 5 largest locations? Typically we'd list the total number of locations the client has, the total number of provinces and the total average number of users per site. From our perspective, we believe this section should have 3 separate tables that request the very specific information in each of the 3 requirements. Will Canada please review this section and confirm more specifically how bidders should be inputting their customer reference information to ensure compliance.</p>
A13	<p>Please also see answers to Question #10 and #11 and refer to the revised Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet v2.0.</p>

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED