



**ITQ # BPM010792/A**  
**AMENDMENT NO. 004**

**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  
0B6 Email: [james.graves2@canada.ca](mailto:james.graves2@canada.ca)

**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)**

<b>Title – Sujet</b> Invitation to Qualify (ITQ) for Enterprise Build Voice Services (EBVS) Cisco, Avaya & Equivalents	
<b>Solicitation No. – No de l'invitation</b> BPM010792/A	<b>Date</b> November 10, 2020
<b>Client Reference No. – N° référence du client :</b> P2P 72860	
<b>GETS Reference No. – N° de référence de SEAG</b> PW-20-00929902	
<b>File No. – N° de dossier :</b> P2P 72860	<b>CCC No. / N° CCC - FMS No. / N° VME</b> NA
<b>Closing date – Date de fermeture</b>  <b>On – le</b> November 13, 2020 <b>At – À</b> 2:00 P.M.  Time zone – Fuseau horaire: EST	
<b>D.D.P.</b> <b>Plant-Usine:</b> <b>Destination:</b> <b>Other-Autre:</b>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> James Graves	<b>Buyer Id – Id de l'acheteur CDI</b>
<b>Telephone No. – N° de téléphone :</b> 613-668-9563	<b>Email – Courriel</b> <a href="mailto:james.graves2@canada.ca">james.graves2@canada.ca</a>
<b>Destination - Destination</b> See herein / Voir dans ce document	

<b>Delivery required - Livraison exigée</b> N/A	<b>Delivery Offered – Livraison proposée</b> N/A
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## ITQ AMENDMENT #004

### REASONS FOR AMENDMENT

1. Extend the ITQ closing date from November 10, 2020 to November 13, 2020
  2. Replace Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet for a new version to reflect the addition of a new row, which has been added to allow Respondents to provide the 2nd address for reference Requirement #4.
  3. Answer questions relating to the Invitation to Quality (ITQ)
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#### 1. At ITQ Front Page, Closing Date and Time

**DELETE:** November 10, 2020 @2pm

**INSERT:** November 13, 2020 @2pm

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

*Respondents that have already submitted a response are requested to re-submit using this new sheet.*

**DELETE:** In its entirety;

**INSERT:** Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet v3.0

#### 3. Questions & Answers Q&A:

Q&A AMD 001 – October 19, 2020	
Q1	At Annex B, Requirement #3: One (1) client must have at least 35 locations, geographically distributed in at least 6 provinces, states or territories.  Can this requirement be waived?
A1	Canada requires companies demonstrate they have the breadth necessary to support existing enterprise systems on a national basis. Canada will not modify this criteria.
Q2	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.
A2	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
Q3	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?
A3	Canada is reviewing this request. No extension will be granted at this time.
Q4	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.
A4	Canada is reviewing this request. No extension will be granted at this time.
<b>Q&amp;A Amd 002 – October 27, 2020</b>	
Q5	“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.
A5	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.
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	<p>Yes, respondents will need to be invited.</p> <p>Viewing the ITQ documents is open to all interested respondents and can be seen through Buy&amp;Sell and P2P without registering in P2P.</p> <p>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.</p>
<b>Q&amp;A Amd 003 – November 2, 2020</b>	
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	<p>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.</p> <p>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 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	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).
Q13	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

	<p>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	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.
<b>Q&amp;A Amd 004 – November 10, 2020</b>	
Q14	<p>We've received the amendment 3 and the related new spreadsheet version 2.0 of the "attachment_2.0_annex_b_requirement_3_customer_list_spreadsheet_v2.0_en_fr.xlsx". In this new file, lines have been added for the required addresses of Reference 1, 2 and 3. But for reference 4, which requires 2 addresses, no line has been added. Should we add the extra line ourselves or will Canada provide a new version of this spreadsheet?</p>
A14	<p>Please refer to a new version of Attachment 2.0 Annex B Requirement #3 Customer List Spreadsheet v3.0 EN &amp; FR.</p> <p>A new row has been added to allow Respondents to provide the 2<sup>nd</sup> address for reference Requirement #4.</p> <p>Respondents are requested to submit their responses on this new sheet. If a Respondent has already submitted a response, they are requested to re-submit using this new sheet.</p>

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**