

SHARED SERVICES CANADA

Invitation to Qualify for Government of Canada Network Services (GCNS) Procurement Process

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| Invitation to Qualify No. | R000076631 | Date | December 21, 2020 |
| | | GETS Reference No. | PW-20-00939000 |

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| Issuing Office | Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B6 | | |
| Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.) | Name | Daniel Ellsworth | |
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| Closing Date and Time | February 12, 2021 @ 2:00PM EST | | |
| Time Zone | Eastern Standard Time (EST) | | |
| Destination of Goods/Services | Not applicable – Pre-Qualification Process Only | | |

SHARED SERVICES CANADA

Invitation to Qualify for the Government of Canada Network Services (GCNS) Procurement Process

This Invitation to Qualify (ITQ) is divided into the following parts:

- Part 1 **General Information:** provides a general description of the requirement;
- Part 2 **Procurement Process:** provides an overview of the phases of the procurement process;
- Part 3 **Respondent Instructions:** provides the instructions, clauses and conditions applicable to this ITQ;
- Part 4 **Response Preparation Instructions:** provides suppliers with instructions on how to prepare their response;
- Part 5 **Security, Financial and Other Requirements:** includes information on the security clearances that are required by Canada at certain phases of the procurement process;
- Part 6 **Evaluation Procedures and Basis of Qualification:** indicates how the responses will be evaluated and the basis of qualification; and
- Part 7 **Certifications.**

Shared Services Canada

Invitation to Qualify for Government of Canada Network Services (GCNS) Procurement Process

PART 1 GENERAL INFORMATION

1.1 Introduction

Shared Services Canada (SSC) is responsible for providing network services to more than 400,000 users across Government of Canada (GC) Departments and Agencies. Network security is more important than ever as Canadians access more and more programs and services online. Protecting the Government's IT infrastructure from vulnerabilities and ensuring the safety and security of Canadians' data is the top priority for the Government.

To effectively deliver services to Canadians, GC users depend on fast, secure and reliable networks and expect to access services from anywhere, at any time, regardless of the demand and circumstances. With the significant growth of cloud-based services across the GC, ubiquitous access to secure and quality network services has become even more important.

The current digital landscape resides on a highly complex system of network infrastructure across the country. This infrastructure is aging, costly to maintain/upgrade and unable to support modern services such as cloud, video and voice services. SSC is working to continue to converge, consolidate and standardize wide area networks to common, shared, enterprise networks and improve connectivity between departmental and enterprise networks to enterprise data centres, the cloud and the Internet.

Furthermore, the recent COVID-19 pandemic resulted in a dramatic shift in the GC's network landscape with the vast majority of GC employees being forced to work from home. Because this shift was successfully implemented, it is expected that most employees will continue to work from home or adopt a hybrid office/home work environment in the future. These factors along with the recent advances in network capabilities related to software-defined networking and wireless technologies have caused SSC to rethink how it delivers and secures its network services.

As part of the next step in building the foundation for network modernization, SSC is launching this procurement process to help modernize the delivery of network services for the Government of Canada (GC). The purpose of this Invitation to Qualify (ITQ) is to pre-qualify vendors for later phases of the procurement process. SSC intends to establish solicitations for contracts, standing offers and/or supply arrangements for five streams:

1. Core Network Services
2. Building Access Network Services
3. Software Defined Wide Area Network Services
4. Optical Network Services
5. Leased Dark Fibre Services

The scope of this ITQ includes network services provided by Shared Services Canada to specific federal Departments and Agencies under the Shared Services Canada Act. Other entities may, on an optional basis, also use SSC's services in accordance with the *Shared Services Canada Act*. All entities that use SSC's services in accordance with the *Shared Services Canada Act* are called

“SSC clients” in this ITQ. The current network environment delivered by SSC includes approximately 50 logical wide area networks spanning more than 3,000 sites in Canada and across the world.

Phase 1 of the Procurement Process

This Invitation to Qualify (ITQ) is the first phase of a procurement process by Shared Services Canada (SSC) for Government of Canada Network Services (GCNS, the “**Project**”). Respondents 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 bid on any subsequent solicitation issued as part of the procurement process.

1.2 Further Evaluation of Qualified Respondents

Even though certain Respondents may be prequalified by Canada as 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.

1.3 This ITQ is not a Bid Solicitation

This ITQ process is not a request for bids or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any or part 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, Respondents who submit a response can choose not to bid on any subsequent solicitation.

1.4 Potential Client Users

This ITQ is being issued by SSC. It is intended that the procurement vehicle resulting from any subsequent solicitation would be used by SSC to provide Network Services to SSC clients. This process will not preclude SSC from using another method of supply for any of its clients with the same or similar needs.

1.5 Applicable Trade Agreements

The following trade agreements apply to this procurement process:

1. Canadian Free Trade Agreement;
2. Canada-Chile Free Trade Agreement;
3. Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP);
4. Canada-Colombia Free Trade Agreement;
5. Canada-European Union Comprehensive Economic and Trade Agreement (CETA);
6. Canada-Honduras Free Trade Agreement;
7. Canada-Korea Free Trade Agreement;
8. Canada-Panama Free Trade Agreement;
9. Canada-Peru Free Trade Agreement;
10. Canada-Ukraine Free Trade Agreement; and
11. World Trade Organization-Agreement on Government Procurement (WTO-GPA).

1.6 Overview and Scope of the Requirement

1.6.1 Canada has a requirement to provide Network Services for SSC clients.

1.6.2 Canada intends to establish individual or combined solicitations to establish Contracts, Standing Offers (SOs) and/or Supply Arrangements (SAs) for:

- a) Stream 1: Core Network Services (CNS) with Respondents that qualify from this ITQ as Core Network Service Suppliers (CNSS);
- b) Stream 2: Building Access Network Service (BANS) with Respondents that qualify from this ITQ as Building Access Network Service Suppliers (BANSS);
- c) Stream 3: Software Defined Wide Area Network (SD-WAN) Services with Respondents that qualify from this ITQ as Software Defined Wide Area Network Service Suppliers (SD-WAN SS);
- d) Stream 4: Optical Network Services (ONS) with Respondents that qualify from this ITQ as Optical Network Service Suppliers (ONSS); and
- e) Stream 5: Leased Dark Fibre (LDF) with Respondents that qualify from this ITQ as Leased Dark Fibre Suppliers (LDFS).

1.6.3 Any resulting SO/SA will include provisions to:

- a) add a Supplier at the discretion of Canada; and
- b) remove a Supplier (period of time, permanent) for non-performance.

1.6.4 Subject to the provisions of this ITQ, Canada intends to issue the SOs/SAs with no fixed expiry date and to be used as long as SSC considers it useful to do so with periodic refreshes of supplier lists. Each resulting Call Up or Contract issued pursuant to the SOs/SAs, respectively, will represent a stand-alone Contract with its own contract period and expiry date.

1.7 Rejection of a Response due to Conflict of Interest or Unfair Advantage

1.7.1 Conflict of Interest or Unfair Advantage:

- a) In order to protect the integrity of the procurement process, Respondents are advised that Canada may reject a response in the following circumstances:
 - i) if the Respondent, any of its affiliates or subcontractors, or any of their respective employees or former employees was involved in any manner in the preparation of the strategies and documentation related to this procurement process or is in any situation of conflict of interest or appearance of conflict of interest; or
 - ii) if the Respondent, any of its affiliates or subcontractors, or any of their respective employees or former employees had access to information related to the ITQ that was not available to other Respondents and that would, in Canada's opinion, give or appear to give the Respondent an unfair advantage.
- b) Respondents who are in doubt about a particular situation should contact the Contracting Authority during the question period for the solicitation. By submitting a response, the Respondent represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Respondent acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

1.7.2 Previous Experience:

The experience acquired by a Respondent who is providing or has provided the same or similar goods and services described in the ITQ to Canada in the past will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest.

1.7.3 Making Representations:

If Canada intends to reject a response under this section, the Contracting Authority will inform the Respondent and provide the Respondent an opportunity to make representations before Canada makes a final decision. The Contracting Authority will provide the Respondent with a minimum of 5 Federal Government Working Days (FGWDs) to make its representations, which will be required in writing.

1.8 Terminology

1.8.1 All elements of this document that are mandatory are identified by “must” or “mandatory”. To successfully qualify for further phases of the procurement, the Responses must meet all mandatory requirements.

1.8.2 The use of the phrase “is requested to” or “should” indicates that it is preferred, but not mandatory, that the Respondents comply with the instructions provided. Failure to comply will not fail a Respondent on that basis alone.

1.8.3 The following definitions apply to the ITQ:

| Term | Definition |
|---|--|
| Access Network | Network Infrastructure that interconnects a Service Delivery Point at a Customer Site to a Point of Presence (POP) on a Core Network. Includes but is not limited to L2 (Ethernet) services, IP/MPLS services, Internet services, fibre optic services, wireless services. |
| Access Network Service (ANS) | A Managed Service for an Access Network. |
| On-Network (On-Net) Access Network Service | An ANS that is connected directly to the suppliers (Respondent) Point-of-Presence (PoP) and/or data centre. |
| Building Access Network (BAN) | An Access Network and/or LAN Service. |
| Building Access Network Service (BANS) | A Managed Service for a BAN. |
| Building Access Network Service Supplier (BANSS) | A Prime Contractor that provides a BANS. |
| Core Network | WAN that interconnects to one or more BANS and/or other CNSs. Includes but is not limited to: Multiprotocol Label Switching (MPLS), Internet exchange points, cloud exchange points. |
| Core Network Service (CNS) | A Managed Service for a Core Network. |
| Core Network Service Supplier (CNSS) | A Prime Contractor that provides one or more CNSs. |
| Customer Site | Location in a building where services are provided. |
| Indigenous-owned businesses | A business is considered Indigenous-owned, if at least 51% of the business is owned, managed and controlled by Indigenous People, and the principal place of business is in Canada. |
| Internet | The public accessible global system of interconnected networks that use the Internet protocol suite to allow communication between networks and devices that includes the world’s network operated by national, regional and local companies. |
| Leased Dark Fibre (LDF) | Unused fibre optic cable that can be leased for a time period and includes repair and restore services. |

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| Leased Dark Fibre Supplier (LDFS) | A Prime Contractor that provides LDF. |
| Local Area Network (LAN) | A telecommunications network that interconnects computing devices within a limited area such as a residence, school, laboratory, university campus or office building. |
| Local Area Network Service | A Managed Service for a LAN. |
| Managed Service | Network Infrastructure that is designed, engineered, implemented, operated, administered, managed and maintained by a Supplier for a customer using hardware and software owned/licensed by a supplier (Respondent). |
| Network Access Point (NAP) | A physical and logical point of attachment of Network Infrastructure to Canada's equipment. |
| Network Infrastructure | Hardware, software and/or facilities used to implement networks. |
| Network Service | Building Access Network Service, Software Defined WAN Service, Core Network Service and Optical Network Service. |
| Optical Network | Network Infrastructure that provides communication using signals encoded in light to transmit information over fibre optical cable. Includes but is not limited to: fibre optic cable, optical switches, optical multiplexers/demultiplexers (eg. Wave division multiplexer), optical amplifiers and optical splitters. |
| Optical Network Service (ONS) | A Managed Service for an Optical Network. |
| Optical Network Service Supplier (ONSS) | A Prime Contractor that provides Optical Network Services. |
| Person(s) with disability-owned businesses | A business is considered a Person(s) with disability-owned, if at least 51% of the business is owned, managed and controlled by person(s) with a disability, and the principal place of business is in Canada. Employment and Social Development Canada'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." |
| Prime Contractor | A supplier (Respondent) with a direct contract with the customer using the Network Service (i.e. not a subcontractor to the Prime Contractor). |
| Service Delivery Point (SDP) | Physical location in a Customer Site for 1 or more NAPs. |
| Small and Medium-Sized Enterprises (SMEs) | Innovation, Science and Economic Development Canada (ISED) defines an SME as a business establishment with 1–499 paid employees, more specifically: <ul style="list-style-type: none"> • A small business has 1 to 99 paid employees. • A medium-sized business has 100 to 499 paid employees. ...and the principal place of business is in Canada. |
| Software Defined Local Access Network (SD-LAN) | A LAN which is based on an application and policy driven architecture that decouples hardware and software layers and provides enhanced features such as, but not limited to, application prioritization to optimize network behavior; and context-based policy control which polices access by user, device, application, location, available bandwidth or time of day. |

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| Software Defined Wide Area Network (SD-WAN) | A specific application of network technology applied to WANs which can be dynamically and centrally controlled using software applications to set centralized policies which are used to direct network and application traffic flows. An SD-WAN is created through transport-agnostic logical network overlays which provide centralized network control and security and real-time traffic optimizing over all available network links. The SD-WAN includes but is not limited to: SD-WAN devices, controllers and orchestrator. |
| Software Defined Wide Area Network Service (SD-WAN Service) | A Managed Service for a SD-WAN. |
| Software Defined Wide Area Network Service Supplier (SD-WAN SS) | A Prime Contractor that provides SD-WANs. |
| Visible minority-owned businesses | A business is considered Visible minority-owned, if at least 51% of the business is owned, managed and controlled by person(s) who are visible minorities, and the principal place of business is in Canada. Employment Equity Act defines a visible minority as "persons other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour." |
| Wide Area Network (WAN) | A telecommunications network that extends over a large geographic area (i.e. municipal, regional, national, international). |
| Women-led businesses | A business is considered 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 | A business is considered as women-owned, if at least 51 per cent of the business is owned, managed and controlled by women, and the principal place of business is in Canada. |

1.9 The Respondent

1.9.1 Definition of Respondent:

In the ITQ, "Respondent" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a response. It does not include the parent, subsidiaries or other affiliates of the Respondent, or its subcontractors.

1.9.2 Legal Capacity:

The Respondent must have the legal capacity to contract. If the Respondent is a sole proprietorship, a partnership or a corporate body, the Respondent must provide, if requested by the Contracting Authority, any requested supporting documentation indicating the laws under which it is registered or incorporated, together with the registered or corporate name of the Respondent and its place of business. This also applies to each entity submitting a response as a joint venture.

1.9.3 Joint Venture Respondents:

- a) A joint venture is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise to submit a response together. A Respondent that is a joint venture must indicate clearly that it is a joint venture and provide the following information:
 - i) the name of each member of the joint venture;
 - ii) the Procurement Business Number of each member of the joint venture;
 - iii) the name of the representative member of the joint venture (i.e., the member chosen by the other members to act on their behalf, if applicable); and
 - iv) the name of the joint venture, if applicable.
- b) If this information is not clearly provided in the response, the Respondent must provide the information on request by the Contracting Authority. Canada may require that the response and any resulting contract be signed by all the members of the joint venture unless one member has been appointed to act on behalf of all members of the joint venture. The Contracting Authority may, at any time, require that each member of the joint venture confirm that the representative member has been appointed with full authority to act as its representative for the purposes of the procurement process and any resulting contract. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarity liable for the performance of any resulting contract.

1.9.4 Responses not Assignable or Transferable:

Substitute Respondents will not be accepted. The Respondent will not be permitted to assign or transfer its response.

1.9.5 Procurement Business Number:

Respondents are required to have a Procurement Business Number (PBN) before the award of any resulting contract. Respondents may register for a PBN online at <https://srisupplier.contractsCanada.gc.ca/>. For non-Internet registration, Respondents may contact the information line at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

1.9.6 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).

1.9.7 Shared Services Canada's Role in Promoting Accessibility:

The Accessible Canada Act is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, under federal jurisdiction, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

SSC has a role in implementing the Government of Canada's (GC) vision for a more accessible Canada because SSC provides the information technology infrastructure that supports the delivery of digital services to Canadians and GC employees. This means that SSC is engaged in the procurement of goods and services and in supporting the delivery of programs and services by other government departments, both of which are areas covered by the Accessible Canada Act. SSC's goal is for its information technology infrastructure to be more accessible to and more usable by the broadest range of government officials and Canadians who use it, including those with disabilities.

SSC is committed to providing leadership to procure accessible Information Communication Technology (ICT) goods and services and supporting the goal of “**inclusive by design, accessible by default**”. Future stages of this procurement may include accessibility requirements which are adopted from the EN 301 549 (2018) Harmonised European Standard Accessibility Requirements for ICT Products and Services.

As the intention is for this initiative to take place progressively, suppliers should anticipate that, over time, the accessibility requirements in Canada’s procurement contracts will evolve and may become more comprehensive.

PART 2 PROCUREMENT PROCESS

This ITQ is the first phase in the procurement process for the Project. Although the procurement process remains subject to change (and even to cancellation), Canada currently anticipates that the procurement process will be conducted in the following phases:

2.1 Invitation to Qualify (ITQ) Phase

- 2.1.1** The objective of the ITQ is to qualify Respondents who have the required experience in implementing and operating Network Services.
- 2.1.2** Respondents who do not successfully qualify at the ITQ Phase will not be able to participate in any subsequent procurement phases for Government of Canada Network Services.
- 2.1.3** This document describes what Respondents need to submit with their response and how Respondents will be evaluated. The response requirements are fully described in Part 4 - Response Preparation Instructions.
- 2.1.4** The Responses received under this ITQ will be evaluated against mandatory criteria as detailed in Part 6 – Evaluation Procedure and Basis of Qualification.
- 2.1.5** Qualified Respondents may withdraw from the process at any time by providing a written notification to the Contracting Authority.

2.2 Review and Refine Requirements (RRR) Phase

- 2.2.1** 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.
- 2.2.2** 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, but are not limited to:
 - a) one-on-one sessions;
 - b) presentation sessions; and
 - c) written questions and answers.
- 2.2.3** Canada will consider the feedback provided by Qualified Respondents when finalizing the Statements of Work (SOWs) for GCNS and its solicitation requirements for use in the Bid Solicitation phase. Canada may conduct a supply chain integrity verification of the Qualified Respondents' network products and services, and information about subcontractors, that the Qualified Respondent will use to provide the network 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.
- 2.2.4** It is the responsibility of each Qualified Respondent to take advantage of the RRR phase by asking the questions that are necessary to prepare a complete response(s) to the final bid solicitation.

2.3 Request for Standing Offers, Supply Arrangements and/or Proposal (RFSO/RFSA/RFP) Phase

2.3.1 Canada anticipates releasing RFSO(s), RFSA(s) and/or RFP(s) to those Qualified Respondents who remain qualified at the time the solicitation is released.

2.4 SCSi Assessment

2.4.1 Qualified Respondents who choose to bid on any resulting solicitation will be required to submit "Supply Chain Security Information" (SCSI) for assessment by Canada in relation to supply chain integrity. Further details regarding the SCSi Assessment will be provided to Qualified Respondents at a later stage.

PART 3 RESPONDENT INSTRUCTIONS

3.1 Standard Instructions, Clauses and Conditions

3.1.1 All instructions, clauses and conditions identified in the ITQ by number, date and title are 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. These instructions, clauses and conditions are incorporated by reference and they form part of this document as though they were expressly set out here in full.

3.1.2 By submitting a response, 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.

3.1.3 Briefing Session

All Respondents are invited to a GCNS ITQ Briefing Session: Pre-Submission. The intent of this briefing is to aid all Respondents on how to properly complete all the required forms as part of their formal submission. This session will be held in both of Canada's official languages on January 8, 2021. Respondents who wish to participate in this session should send an email indicating their interest to ssc.gc-network-services-gc-services-reseautiques.spc@canada.ca by no later than January 5, 2021. An invitation will be provided to interested suppliers.

3.2 P2P

3.2.1 SSC uses the "P2P" (Procure to Pay) tool. Respondents must register in the SSC P2P portal in order to submit a response to the ITQ.

3.2.2 To register, respondents need to go to <https://sscp2pspc.ssc-spc.gc.ca> and click "New Supplier? Register Now". Respondents intending to submit a response are also encouraged to send an email notification to the Contracting Authority indicating their intention to submit a response. Respondents with questions about P2P, are also encouraged to contact SSC's P2P Help Desk at: SSCP2Psupport-soutiensSPCAPL@ivalua.com .

3.3 Submission of Responses

Responses must be submitted to Shared Services Canada through the P2P tool by the date and time indicated on page 1 of the ITQ.

3.4 Enquiries and Comments during the ITQ Period

3.4.1 Single Point of Contact:

To ensure the integrity of the competitive procurement process, questions and other communications regarding the ITQ must be directed only to the Contracting Authority at ssc.gc-network-services-gc-services-reseautiques.spc@canada.ca . Failure to comply with this requirement may result in the response being declared non-compliant.

3.4.2 Deadline for Asking Questions:

Unless otherwise indicated in the ITQ, all questions and comments regarding the ITQ must be submitted via ssc.gc-network-services-gc-services-reseautiques.spc@canada.ca to the Contracting Authority by the date specified below. Questions received after that time may not be answered.

- a) SSC will begin reviewing questions on January 5, 2021. Interested respondents may however submit questions before that date.
- b) The deadline for submitting questions and comments to the Contracting Authority is January 26, 2021 @ 02:00 PM EST.

3.4.3 Content of Questions:

Respondents should reference as accurately as possible the numbered item of the ITQ to which the question relates. Respondents should explain each question in sufficient detail in order to allow Canada to provide an accurate answer. Any questions that a Respondent believes includes proprietary information must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such unless Canada determines that the question 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 edited question and answer can be provided to all Respondents. Questions not submitted in a form that can be provided to all Respondents may not be answered by Canada.

3.4.4 Electronic Submission of Questions and Answers through the Contracting Authority:

Respondents who wish to be certain of receiving a reply to a question must submit all questions to ssc.gc-network-services-gc-services-reseautiques.spc@canada.ca by the deadline specified in subsection 3.4.2. Enquiries received after that time may not be answered.

3.5 Solicitation Documents

SSC is not responsible for and will not assume any liabilities whatsoever for the information found on websites of third parties. SSC will not be sending notifications to Respondents for updates and amendments to the ITQ. Instead, SSC will post all updates, amendments, questions received and the answers on www.buyandsell.gc.ca. Respondents are solely responsible for consulting www.buyandsell.gc.ca regularly for the most up-to-date information for the ITQ. SSC will not be liable for any oversight by the Respondent, nor for notification services offered by a third party.

3.5.1 Previous Requirements:

Respondents should not assume that specifications or practices from previous procurements or contracts will continue to apply, unless they are described in the ITQ. Respondents should also not assume that their existing capabilities meet the requirements of the ITQ simply because they have met previous requirements.

3.6 Applicable Laws

This procurement process and any resulting contract will be interpreted and governed, and the relations between the parties determined, by the laws in force in one of the provinces or territories of Canada. Each Respondent may indicate in its ITQ Submission Form (Annex A) which of the provinces or territories it wishes to apply. If the Respondent does not indicate which province or territory it wishes to apply, the laws of the Province of Ontario will apply automatically.

3.7 Language

Respondents are requested to identify in the ITQ Submission Form (Annex A) which of Canada's two official languages it will use for future communications with Canada and, if successful in the ITQ evaluation, for all subsequent phases of the procurement process.

3.8 Response Costs

Canada will not reimburse any Respondent for costs incurred to prepare or submit a response. These costs, as well as any costs incurred by Respondents in relation to the evaluation of the response, are the sole responsibility of Respondents. Any expenses that the Respondents incur in relation to any resulting contract or other instrument prior to the award of that instrument are entirely at the risk of the Respondents.

PART 4 RESPONSE PREPARATION INSTRUCTIONS

4.1 General Instructions

- 4.1.1** SSC's Standard Instructions include instructions with respect to responses, which apply in addition to those described in this document. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails.
- 4.1.2** Respondents intending to submit a response are encouraged to send an email notification to the Contracting Authority indicating their intention to submit a response.
- 4.1.3** Once the closing date and time of the ITQ has passed, Respondents will not be able to submit a response.
- 4.1.4** Respondents may submit response documents that can be opened with either Microsoft Word or Microsoft Excel.
- 4.1.5** Respondents that submit response documents in other formats do so at their own risk, as Canada may be unable to read them.
- 4.1.6** A response withdrawn after the ITQ closing date and time cannot be resubmitted.
- 4.1.7** Pricing is not a requirement of this ITQ and should not be included in the response.
- 4.1.8** Canada requests that no brochures and no promotional materials be included with the response.

4.2 Electronic Submission of Responses through P2P

- 4.2.1** All responses must be submitted via the SSC P2P portal to the SSC Contracting Authority by the closing date and time indicated on page 1 of the ITQ. Only responses submitted through the SSC P2P portal will be considered.
- 4.2.2** After the ITQ closing date, the P2P system will not permit a Respondent to submit a response.
- 4.2.3** If the P2P portal is unavailable for any reason during any part of the 4 hours immediately before the ITQ closing date and time, Respondents are requested to **contact the Contracting Authority immediately, both by email and by telephone**. If the Contracting Authority confirms that the P2P portal is unavailable for any reason during any part of the 4 hours immediately before the solicitation closing date and time, the Contracting Authority will extend the ITQ closing date and time by 24 hours. The Contracting Authority will send notice of any such extension to those Respondents who have sent an email notification to the Contracting Authority indicating their intention to submit a response. The Contracting Authority is not required to extend the ITQ closing date or time if the reason a Respondent is unable to access the P2P portal is related to that Respondent or its systems, rather than an SSC system problem.
- 4.2.4** P2P accommodates individual documents of up to 30MB each. Respondents should ensure that they submit their response in multiple documents, each of which does not exceed 30MB. Respondents may submit as many documents as necessary.
- 4.2.5** Responses can be modified, withdrawn or resubmitted through P2P before the solicitation closing date and time.

4.3 Availability of Contracting Authority

During the 4 hours leading up to the ITQ closing date and time, an SSC representative will monitor the email address at ssc.gc-network-services-gc-services-reseautiques.spc@canada.ca and will be available by telephone at the Contracting Authority's telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the Respondent is experiencing difficulties transmitting the email, the Respondent should contact SSC immediately at the Contracting Authority's coordinates provided on the cover page of this document.

4.4 Responsibility for Technical Problems

- 4.4.1** By submitting a response, the Respondent is confirming it agrees that Canada is not responsible for:
- a) any technical problems experienced by the Respondent in submitting its response, including attachments rejected or quarantined because they contain malware or other code that is screened out by SSC for security reasons; or
 - b) any technical problems that prevent SSC from opening the attachments. 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.

4.5 Format for Response

- 4.5.1** Canada requests that Respondents follow the format instructions described below in the preparation of their response:
- a) use a numbering system that corresponds to the ITQ;
 - b) include a title page at the front of each volume of the response that includes the title, date, procurement process number, the Respondent's name and address and contact information of its representative; and
 - c) include a table of contents.

4.6 Content of the Response

- 4.6.1** The technical response should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the response will be evaluated. To facilitate the evaluation of the response, Canada requests that Respondents address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Respondents may refer to different sections of their response by identifying the specific paragraph and page number where the subject topic has already been addressed.
- 4.6.2** The response may refer to additional documentation submitted with the response. Valid forms of technical documentation reference material include, but are not limited to:
- a) screen captures, clearly legible, with text explanations.
 - b) technical or end-user documentation: If this documentation is stored within a website, extract the supporting information and insert it in the response or attach the documentation as an annex. Clearly indicate what portions of the text (pages and paragraphs) provide the demonstration required.
- 4.6.3** Respondents should be aware that any reference to a URL that requires Canada to download information from an Internet site to validate or supplement any part of the response will not be accepted and the information will not be considered in evaluating the response.
- 4.6.4 ITQ Submission Form** (mandatory upon request after ITQ closing):
- Respondents are requested to include a completed ITQ Submission Form (Annex A) with their response. It provides a common form in which Respondents can provide information required for evaluation. Using the form to provide this information is not mandatory, but it is recommended. 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. If Canada requests Respondents to submit the ITQ Submission Form, the Respondent will have 2 FGWDs (or a longer period if specified in writing by the Contracting Authority) to provide the form. Depending on the nature of the request, failure to meet this deadline may result in the response being declared non-compliant.

4.6.5 ITQ Project Reference Forms for Mandatory Experience Requirements (mandatory at ITQ closing):

- a) Respondents must provide in sufficient detail with their response, their previous corporate experience in delivering Network Services by submitting fully completed ITQ Project Reference Forms for the Mandatory Experience Requirements in accordance with subsection Basis for Qualification.
- b) The project descriptions provided in the ITQ Project Reference Forms **must clearly demonstrate** that the Respondent meets all Mandatory Experience Requirements. Simply repeating the requirement or just indicating compliance does not, in itself, demonstrate that a Respondent has the experience required. **Sufficient details are required.**
- c) Respondents are also asked to use the same terminology used in this ITQ; if a Respondent uses different terminology, that Respondent is requested to define the terminology so that Canada can accurately assess whether the experience meets the requirements of this ITQ.
- d) The project references required for the Mandatory Experience Requirements do not have to be the same for each requirement.
- e) **Where multiple project references are required for a Mandatory Experience Requirement, the project references must be with different customers on separate contracts.**
- f) In the case of a joint venture Respondent, each project reference given can be from a different joint venture member. The project references are not required to be projects performed by the joint venture Respondent itself.
- g) Respondents are requested to indicate the page number(s) in their supporting project documentation that addresses a particular mandatory corporate technical experience requirement.
- h) Canada will only consider the experience of the Respondent itself (not including any affiliate of the Respondent). The experience of a corporate predecessor will be evaluated as experience of the Respondent if:
 - i) the corporate predecessor amalgamated with another corporation to form the Respondent; or
 - ii) 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
 - iii) 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.
- i) The customer organization for each project reference must not be related to the Respondent (i.e., the customer organization must not be an affiliate and must deal at arm's length with the Respondent) in order to be considered as a project reference.

4.6.6 Certifications (Mandatory upon request after ITQ closing):

Respondents are requested to submit the certifications required under Part 7 (Annex H) with their response. If the certifications are not submitted with the Response, the Contracting Authority will provide the Respondent with the 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. Respondents should note that certain certifications that are not required at the ITQ stage may be required at the later stage of the procurement process.

4.7 Submission of Only One Response

- 4.7.1** A Respondent can be an individual, a sole proprietorship, a corporation, a partnership or a joint venture.
- 4.7.2** Each Respondent (including related entities) will be permitted to qualify only once. If a Respondent or any related entities participate in more than one Response, (participating means being part of the Respondent, not being a subcontractor), Canada will provide those Respondents with 2 FGWDs to identify the single Response to be considered by Canada. Failure to meet this deadline may result in all the affected responses being disqualified or in Canada choosing, at its discretion, which of the responses to evaluate.
- 4.7.3** For the purposes of this article, regardless of the jurisdiction where any of the entities concerned are incorporated or otherwise formed as a matter of law (whether that entity is an individual, corporation, partnership, etc.) an entity will be considered to be “related” to a Respondent if:
- a) they are the same legal entity as the Respondent (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - b) the entity and the Respondent are “related persons” or “affiliated persons” according to the *Canada Income Tax Act*;
 - c) the entity and the Respondent have now or in the two years before the ITQ closing date 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 entity and the Respondent 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.
- 4.7.4** Any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.
- 4.7.5** By submitting a response, the Respondent is certifying that it does not consider itself to be related to any other Respondent.

4.8 Pre-Bid Compliance Check Process (PCCP)

4.8.1 Respondents are invited to submit a Pre-Bid:

- a) Canada invites Respondents to submit the GCNS ITQ Package (full).
- b) 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 Respondents, but will treat Pre-Bids the same way it treats bids, in accordance with Section 1.8(j) of SSC’s Standard Instructions.

4.8.2 How to submit a Pre-Bid:

A respondent may submit a Pre-Bid by email to the Contracting Authority. After 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.

4.8.3 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 January 22, 2021 @ 11:59PM (EST) (the “**Pre-Bid Deadline**”). Canada will review only one Pre-Bid from each Respondent (i.e. after receiving feedback, the respondent cannot submit a new version of its Pre-Bid for review).

4.8.4 Canada may provide Feedback on Pre-Bids: The Contracting Authority may 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 only to the email address designated by the Respondent. The Respondent will be 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.

4.8.5 Nature of Canada's Feedback where No Deficiencies are 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.

4.8.6 Nature of Canada's Feedback where Deficiencies identified:

- a) If Canada notes deficiencies during its review of a Pre-Bid, Canada will provide written feedback to the Respondent indicating any mandatory requirements that Canada has noted:
 - i) have not been addressed at all;
 - ii) have not been sufficiently addressed; or
 - iii) are addressed in such a way that the Pre-Bid would be declared non-compliant if submitted on the closing date.
- b) 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:
 - i) the OEM (Original Equipment Manufacturer) certification appears to have been signed by a representative of the Respondent rather than the OEM;
 - ii) the Pre-Bid did not demonstrate that the Respondent has 3 years of experience on the Pre-Bid closing date;
 - iii) the Pre-Bid did not demonstrate that proposed equipment meets the specifications set out in Annex B; or
 - iv) the Pre-Bid did not demonstrate that the Respondent has an existing portal for placing service orders.
- c) Once Canada has indicated that a specific mandatory requirement has not been met, Canada is not required to breakdown each way in which the Respondent 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.

4.8.7 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 Respondents 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 respondent 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.

4.8.8 Respondent 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 Respondent 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.

4.8.9 No Financial Information: Respondents should not include any financial information in their Pre-Bid.

PART 5 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

5.1 Security Clearance Requirement

5.1.1 Security clearance is an important corporate requirement. The successful Respondent for any subsequent phase of the procurement process must meet the security requirements set out in the Security Requirements Checklist (SRCL) (Annex I) before the ITQ closing date.

5.1.2 Timing:

Respondents should take steps to obtain the required security clearances promptly. Any delay in obtaining the required security clearances may result in the disqualification of the Respondent from the procurement process.

5.1.3 PSPC Conducts Clearance Process:

SSC has an arrangement with the Department of Public Services and Procurement Canada to process security clearances, and does not control the process itself. It can be a lengthy process and Respondents should initiate it as soon as possible. For additional information on security requirements, Respondents should refer to the Industrial Security Program website at <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>.

5.1.4 Joint Venture Respondent:

Unless otherwise specified in the solicitation, in the case of a joint venture Respondent, each member of the joint venture must meet the security requirements.

5.1.5 Revise Security Requirements:

Canada reserves the right to revise the security requirements following the ITQ Phase. Canada will provide the solicitation and contract security clauses at a subsequent phase of this procurement process.

PART 6 EVALUATION PROCEDURES AND BASIS OF QUALIFICATION

6.1 Evaluation Conduct

6.1.1 Response Assessment:

- a) Responses will be assessed in accordance with all the requirements described in the solicitation, including the evaluation criteria.
- b) If the solicitation describes several steps in the evaluation process, Canada may conduct steps of the evaluation in parallel. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Respondent has successfully passed all the previous steps.
- c) A response must comply with all the requirements of the ITQ and meet all mandatory evaluation criteria to be declared compliant.
- d) 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-compliant and be disqualified. Once a response has been declared non-compliant, Canada will have no obligation to evaluate the response further.

6.1.2 Evaluation Team:

An evaluation team composed of representatives of Canada will evaluate the ITQ Responses. Canada may hire any independent consultant, or use any Government resources, to evaluate any ITQ Response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

6.1.3 Discretionary Rights during Evaluation:

- a) In conducting its evaluation of the responses, Canada may, but will have no obligation to, do the following:
 - i) request additional information substantiating the compliance of the response with any mandatory requirement, if that substantiation was not required to be included in the response submitted on the closing date.
 - ii) seek clarification or verification from Respondents regarding any or all information provided by them with respect to the solicitation.
 - iii) contact any or all references supplied by Respondents to verify and validate any information submitted by either respondents or their references.
 - iv) request specific information with respect to any Respondent’s legal status.

6.1.4 Time to Respond:

- a) Respondents will have the number of days specified in the request by the Contracting Authority to comply with any request for clarification, verification or additional information. Unless the solicitation specifies another time for responding, the following time periods apply:
 - i) **Requests for Clarifications:** If Canada seeks clarification or verification or additional information from the Respondent about its response, the Respondent will have 2 FGWDs (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Depending on the nature of the request, failure to meet this deadline may result in the response being declared non-compliant.

6.1.5 Extension of Time to Respond:

If additional time is requested by a Respondent, the Contracting Authority may grant an extension at his or her sole discretion.

6.2 Requirements related to Previous Corporate Experience of Respondent

6.2.1 If the solicitation requires that the response demonstrate previous experience of the Respondent, the following applies unless otherwise specified in the solicitation. The previous experience will be considered to demonstrate the required experience in the following circumstances:

- a) the experience must have been obtained by (i.e., the relevant work must have been completed by) the Respondent itself. Work performed by any proposed subcontractor or any affiliate of the Respondent or any corporate predecessor will not be evaluated, unless (with respect to a corporate predecessor) the Respondent can demonstrate that:
 - i) the corporate predecessor amalgamated with one or more other corporations to form the Respondent or another corporate predecessor that meets the requirements set out in this Subsection (6.2.1); or
 - ii) the Respondent acquired all or substantially all of the assets and personnel of the corporate predecessor that were involved in completing the work related to the experience.

Canada may request additional information about a corporate predecessor during the evaluation.

- b) the work was completed by the closing date; and
- c) the response includes, as a minimum, the name of an individual from the customer reference who will act as a reference;

6.2.2 If more examples of previous experience (e.g., multiple projects) are provided in the response than were requested by the solicitation, Canada will ask the Respondent which one(s) to evaluate. If the Respondent does not respond within the time allocated by the Contracting Authority, Canada will decide at its discretion which one(s) will be evaluated.

6.3 Evaluation of ITQ Submission Form

The ITQ Submission Form (Annex A) 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.

6.4 Evaluation of Compliance with Mandatory Experience Requirements

6.4.1 The Mandatory Experience Requirements will be evaluated on a simple pass/fail basis.

6.4.2 The Respondents will not be permitted to submit an alternate customer organization or project as a reference after the ITQ closing date unless SSC runs a second qualification round.

6.4.3 Evaluation Procedures for Customer Reference Checks:

- a) Canada is not obliged to, but may at its discretion contact the primary reference and, where applicable, the backup reference, in order to validate that any information on any signed ITQ Reference Project Form is accurate. Canada may conduct the reference check with respect to none, some or all of the mandatory experience requirements. Canada may conduct any project reference validation check in writing by email by sending the reference a copy of the completed and signed ITQ Reference Project Form. Canada will email (cc) the Respondent's contact when an email is sent out for project reference validation checks.
- b) 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 FGWDs from the date of the request** with the possibility of extension at the discretion of Canada. If Canada does not receive confirmation (within 5 FGWDs) or within the extended timeframe provided, from either the primary or backup reference that the information on the signed form is accurate (or that any inaccuracies are not material to whether or not the project meets the

mandatory requirements), that Respondent's project reference will not be considered in the evaluation. Canada may also contact a primary or backup reference for clarification purposes.

- c) If during a response 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 **within 5 FGWD of a request** and subject to extension at the discretion of Canada.
- d) Wherever information provided by a reference differs from the information supplied by the respondent, the information supplied by the reference will be the information evaluated.
- e) The Respondent will not meet a mandatory experience requirement (as applicable) if:
 - i) Both customer references state they are unable or unwilling to provide the information requested; or
 - ii) Both customer references are not customers of the respondent itself (for example, the customer cannot be the customer of an affiliate of the respondent or a subcontractor to the respondent instead of being a customer of the respondent itself), unless the solicitation provides otherwise.
 - iii) the customer is itself an affiliate or other entity that does not deal at arm's length with the respondent.

6.5 Evaluation of Joint Venture Experience

- 6.5.1** If the Respondent is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A Respondent is a joint venture consisting of members L and M. A solicitation requires that the Respondent demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and M), the Respondent has previously done this work. This Respondent can use this experience to meet the requirement (even if neither L nor M has met this experience requirement on their own). If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is responding.

- 6.5.2** A joint venture Respondent may rely on the experience of one of its members to meet any given technical criterion of this ITQ. Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this ITQ. However, a joint venture member can pool its individual experience with the experience of the joint venture itself.

Example A: A Respondent is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the Respondent have 3 years of experience providing maintenance service, and (b) that the Respondent have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the Respondents cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-compliant.

Example B: A Respondent is a joint venture consisting of members A and B. If a solicitation requires that the Respondent demonstrate experience providing resources for a minimum number of 100 billable days, the Respondent may demonstrate that experience by submitting one of the following:

- a) Contracts all signed by A;
- b) Contracts all signed by B; or
- c) Contracts all signed by A and B in joint venture; or

- d) Contracts signed by A and contracts signed by A and B in joint venture; or
 - e) Contracts signed by B and contracts signed by A and B in joint venture that collectively show a minimum of 100 billable days of providing resources.
- 6.5.3** Wherever substantiation of a criterion is required, the Respondent is requested to indicate which joint venture member satisfies the requirement. If the Respondent has not identified which joint venture member satisfies any given requirement, the Contracting Authority will provide an opportunity to the Respondent to submit this information during the evaluation period. If the Respondent does not submit this information within the period set by the Contracting Authority, its response will be declared non-compliant.
- 6.5.4** Any Respondent with questions regarding the way in which a joint venture response will be evaluated should submit their questions as early as possible during the ITQ period.
- 6.6 Basis for Qualification**
- 6.6.1** A respondent can qualify as a Core Network Service Supplier, Building Access Network Supplier, SD-WAN Service Supplier, Optical Network Service Supplier and/or Leased Dark Fibre Supplier.
- 6.6.2** Unsuccessful Respondents (non-compliant response) will not be given another opportunity to participate or be re-evaluated for any subsequent phases of the procurement process, unless SSC determines at its sole discretion to conduct a second qualification round.
- 6.6.3 Stream 1 : Core Network Service Supplier:**
- a) For the Respondent to be qualified as a Core Network Service Supplier, the response must:
 - i) comply with the requirements of the ITQ; and
 - ii) meet all Mandatory Experience Requirements in Annex B.
- 6.6.4 Stream 2 : Building Access Network Service Supplier:**
- a) For the Respondent to be qualified as an Building Access Network Service Supplier, the response must:
 - i) comply with the requirements of the ITQ; and
 - ii) meet all Mandatory Experience Requirements in Annex C.
- 6.6.5 Stream 3 : SD-WAN Service Supplier:**
- a) For the Respondent to be qualified as a SD-WAN Network Service Supplier, the response must:
 - i) comply with the requirements of the ITQ; and
 - ii) meet all Mandatory Experience Requirements in Annex D.
- 6.6.6 Stream 4 : Optical Network Service Supplier:**
- a) For the Respondent to be qualified as an Optical Network Service Supplier, the response must:
 - i) comply with the requirements of the ITQ; and
 - ii) meet all Mandatory Experience Requirements in Annex E;
- 6.6.7 Stream 5 : Leased Dark Fibre Supplier:**
- a) For the Respondent to be qualified as a LDF Supplier, the response must:
 - i) comply with the requirements of the ITQ
 - ii) include a letter of recommendation from a customer where LDF was provided in Canada within the past 2 years of the date of this ITQ; and
 - iii) meet all Mandatory Experience Requirements in Annex F.

6.7 Supply Chain Integrity Verification

6.7.1 The Supply Chain Integrity (SCI) Verification is a mandatory submission requirement at the RFSA 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.

6.8 ITQ Phase Second Qualification Round

6.8.1 SSC reserves the right, at its sole discretion, to run a second qualification round in one or more Streams among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.

6.8.2 If SSC determines that unsuccessful Respondents will be given a second opportunity to qualify, SSC will provide written debriefs to all unsuccessful Respondents on the same day.

6.8.3 Any Respondent who does not qualify as a result of any second qualification round conducted by SSC will not be given another opportunity to participate or be re-evaluated for any subsequent phases of this procurement process.

PART 7 CERTIFICATIONS

7.1 Compliance with the certifications Respondents provided to Canada is subject to verification by Canada during the response evaluation period, during the subsequent phases of the procurement process described in this ITQ, and after award of any resulting contract(s). The Contracting Authority will have the right to ask for additional information to verify the Respondents' compliance with the certifications at any time. The Respondent's response will be disqualified if any certification made by the Respondent is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also result in the response being disqualified.

7.2 Respondents are requested to use Annex H to provide the certifications requested below. For a joint venture Respondent, the certifications requested below are required for each member of the joint venture.

7.3 Code of Conduct Certifications

7.3.1 Respondents must comply with the *Code of Conduct for Procurement*, which can be found here: <http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html> . In addition to the *Code of Conduct for Procurement*, Respondents must a) respond to this ITQ in an honest, fair and comprehensive manner, b) accurately reflect their capacity to satisfy the requirements stipulated in this ITQ and all subsequent phases of the procurement process including the resulting contracts, c) submit ITQ responses and enter into contracts only if they will fulfill all obligations of the Contract.

7.3.2 By submitting a response, Respondents confirm that they understand that, to ensure fairness, openness and transparency in the procurement process, the commission of certain acts or offences will render them ineligible to be awarded a contract. The Respondent must provide Canada with updates during this procurement process if any of the information contained in its response changes. The Respondent and any of the Respondent's affiliates will also be required to remain free and clear of any acts or convictions listed further below during the period of any contract resulting from this procurement process.

7.3.3 For the purpose of this section, everyone, including but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies, and subsidiaries, whether partly or wholly-owned, as well as individuals, and directors, are Respondent's affiliates if:

- a) directly or indirectly either one controls or has the power to control the other, or
- b) a third party has the power to control both.

Indicia of control, include, but are not limited to, interlocking management or ownership, identity of interests among family members, shared facilities and equipment, common use of employees, or a business entity created following the acts or convictions specified further below that has the same or similar management, ownership, or principal employees, as the case may be.

7.3.4 Upon request by the Contracting Authority, the Respondent must provide a complete list of names of all individuals who are currently directors of the Respondent (in the case of a joint venture, this applies to each of the Respondents). Failure to provide such a list within the required time frame will render the response non-responsive.

7.3.5 Canada may, at any time, request that a Respondent provide a properly completed and Signed Consent Form (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) for any or all the current directors of the Respondent. Failure to provide such Consent Forms by the deadline provided by the Contracting Authority will result in the response being declared non-responsive.

7.3.6 By submitting a response, the Respondent certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other

evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Respondent, including the information relating to the acts or convictions specified below, through independent research, use of any government resources or by contacting third parties.

- 7.3.7** By submitting a response, the Respondent certifies that neither the Respondent nor any of the Respondent's affiliates have directly or indirectly, paid or agreed to pay, and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or obtaining of the Contract if the payment of the fee would require the individual to file a return under section 5 of the [Lobbying Act](#).
- 7.3.8** By submitting a response, the Respondent certifies that no one convicted under any of the provisions under a) or b) would receive any benefit under a contract arising from this procurement process. In addition, the Respondent certifies that, except for those offences where a criminal pardon or a record suspension has been obtained or capacities restored by the Governor in Council, neither the Respondent nor any of the Respondent's affiliates nor any of their directors has ever been convicted of an offence under any of the following provisions:
- a) paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the Financial Administration Act, or
 - b) section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the Criminal Code of Canada, or
 - c) section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the Criminal Code of Canada, or
 - d) section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the Competition Act, or
 - e) section 239 (False or deceptive statements) of the Income Tax Act, or
 - f) section 327 (False or deceptive statements) of the Excise Tax Act, or
 - g) section 3 (Bribing a foreign public official) of the Corruption of Foreign Public Officials Act, or
 - h) section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the Controlled Drugs and Substance Act.
- 7.3.9** In circumstances in which a criminal pardon or a record suspension has been obtained, or capacities have been restored by the Governor in Council, the Respondent must provide with its response or promptly thereafter a copy of confirming documentation from an official source. If this documentation has not been received by the time the evaluation of responses is completed, Canada will inform the Respondent of a time frame within which to provide the information. Failure to comply will render the response non-responsive.
- 7.3.10** By submitting a response, Respondents confirm that they understand that Canada may contract outside of the present solicitation process with a supplier who has been convicted of an offense enumerated under c) to h) further above, or who is affiliated with someone who has been convicted of an offense enumerated under c) to h), when required to do so by law or legal proceedings, or when Canada considers it necessary to the public interest for reasons which include, but are not limited to:
- a) only one person is capable of performing the contract;
 - b) emergency;
 - c) national security;
 - d) health and safety; or

e) economic harm.

Canada reserves the right to impose additional conditions or measures to ensure the integrity of the procurement process.

7.4 Former Public Servant Certification

7.4.1 Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Respondents must provide the information required below.

7.4.2 For the purposes of this clause,

a) "former public servant" means a former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:

- i) an individual;
- ii) an individual who has incorporated;
- iii) a partnership made of former public servants; or
- iv) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

b) "lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

c) "pension" means, in the context of the fee abatement formula, a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canadian Pension Plan Act, R.S., 1985, c. C-8.

7.4.3 If the Respondent is an FPS in receipt of a pension as defined above, the Respondent must provide the following information:

- a) name of former public servant; and
- b) date of termination of employment or retirement from the Public Service.

7.4.4 If the Respondent is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Respondent must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

7.4.5 For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to an FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

7.4.6 By submitting a response, the Respondent certifies that the information submitted by the Respondent in response to the above requirements is accurate and complete.

7.5 Federal Contractors Program – Certification

7.5.1 By submitting a response, the Respondent certifies that the Respondent, and any of the Respondent's members if the Respondent is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://www.labour.gc.ca/eng/standards_equity/eg/emp/fcp/list/inelig.shtml) available from Employment and Social Development Canada (ESDC) – Labour's website

7.5.2 Canada will have the right to declare a response non-responsive if the Respondent, or any member of the Respondent if the Respondent is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

7.5.3 Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

7.5.4 The Respondent is requested to provide the Contracting Authority with a completed Annex H – Federal Contractors Program for Employment Equity – Certification, with their response. If the Respondent is a joint venture, the Respondent must provide the Contracting Authority with a completed certification for each member of the joint venture.



ANNEX A – ITQ SUBMISSION FORM

MANDATORY FOR ALL RESPONDENTS

| ITQ SUBMISSION FORM | |
|---|--|
| Respondent full legal name | |
| Authorized Representative of Respondent for evaluation purposes (e.g. clarifications) | Name: |
| | Title: |
| | Address: |
| | Telephone #: |
| | Email: |
| Procurement Business Number: <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> | |
| Canada's Official Language in which the Respondent will communicate with Canada during any subsequent process - indicate either English or French | |
| Former Public Servants See Part 7 of the ITQ entitled Former Public Servant Certification for a definition of "Former Public Servant". This requirement applies to the Respondent. In the case of a joint venture Respondent, the requirement applies to each member of the joint venture. | Is the Respondent in receipt of a pension as defined in this ITQ? Yes ____ No ____ If yes, please provide the information required by the Article in section 7.4 entitled "Former Public Servant Certification". |
| | Is the Respondent an FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, please provide the information required by the Article in section 7.4 entitled "Former Public Servant Certification". |
| Security Clearance Level of Respondent <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> | Clearance Level: _____ |
| | Date Granted: _____ |
| | Issuing Entity (PSPC, RCMP, etc.): _____ |

| ITQ SUBMISSION FORM | | |
|---|--|--|
| If you are submitting a response as a joint venture, please provide this information for each member of the joint venture. | Legal name of entity to which clearance issued: _____ | |
| Applicable Laws (the Respondent may insert the Canadian province or territory of its choice; otherwise, the applicable laws of Ontario will apply) | | |
| <p>As the authorized representative of the Respondent, by signing below, I confirm that I have read and understood the entire ITQ including the documents incorporated by reference into the ITQ and the entire Response, and I certify and agree that:</p> <ol style="list-style-type: none"> 1. The Respondent considers itself and its products able to meets all the mandatory requirements described in the ITQ; 2. The response is valid for the period specified in the ITQ; 3. All the information provided in the ITQ Response is complete, true and accurate; 4. The Respondent has read and complies with the obligations of the PSPC Code of Conduct for Procurement (https://www.tpsqc-pwgsc.gc.ca/app-acq/cndt-cndct/index-eng.html); and 5. The Respondent agrees to be bound by all the terms and conditions of this ITQ, including the documents incorporated by reference into it. | | |
| Signature of the authorized representative of the Respondent | Name | |
| | Address | |
| | Email | |
| | Signature | |
| | Phone | |

ANNEX B – ITQ REFERENCE PROJECT FORMS FOR STREAM 1: CORE NETWORK SERVICES

MANDATORY FOR ALL RESPONDENTS TO QUALIFY AS A CORE NETWORK SERVICE SUPPLIER

All Core Network Service Supplier Respondents must complete all Annex B (#1, #2, #3 and #4) ITQ Project Reference Forms for all Mandatory Experience Requirements in this subsection.

| ITQ Reference Project Form: Mandatory Experience Requirement #1 for Annex B | |
|--|--|
| Respondent Legal name | |
| Respondent Address | |
| Mandatory Experience Requirement #1 for Annex B | |
| <p>The Respondent must have provided, as the Prime Contractor, a centralized service desk and network operations center (located in Canada) to manage a Core Network Service to one 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 service desk and network operations center it provided met or exceeded all of the following:</p> <ul style="list-style-type: none"> a. provided 7 day x 24 hour x 365 day service monitoring; b. provided 7 day x 24 hour x 365 day incident tracking and escalations; and c. provided bilingual (English and French) phone support. | |
| Reference Project for Mandatory Experience Requirement #1 for Annex B | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (or ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Address of data centre(s) for Service Desk location(s) | |
| Address of data centre(s) for Network Operation Centers (NOCs) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day service monitoring | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident tracking and escalations | |
| Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support | |
| Name of customer organization | |
| Customer organization primary reference name | |
| Customer organization primary reference telephone | |

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|---|--|
| Customer organization primary reference email | |
| Customer organization backup reference name | |
| Customer organization backup reference telephone | |
| Customer organization backup reference email | |

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|---|--|
| ITQ Reference Project Form: Mandatory Experience Requirement #2 for Annex B | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #2 for Annex B | |
| The Respondent must have provided, as the Prime Contractor, a Core Network Service to one 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, with access to all of the following: | |
| <ul style="list-style-type: none"> a. incident tickets; b. change request tickets; c. service reports; d. service orders; and e. provided access to service and contract documentation. | |
| Reference Project for Mandatory Experience Requirement #2 for Annex B | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (or ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to incident tickets and change request tickets | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service reports | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service orders | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service and contract documentation | |
| 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 | |

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|--|--|
| ITQ Reference Project Form: Mandatory Experience Requirement #3 for Annex B | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #3 for Annex B | |
| The Respondent must have provided, as the Prime Contractor, a Core Network Service to 10 customers 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. | |
| (Respondents must provide 1 form for each customer) | |
| Reference Project for Mandatory Experience Requirement #3 for Annex B | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (or ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing Core Network Services for a customer | |
| 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 | |

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| ITQ Reference Project Form: Mandatory Experience Requirement #4 for Annex B | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #4 for Annex B | |
| The Respondent must have provided, as the Prime Contractor, a Core Network Service for IP/MPLS to one customer for a period of at least 36 continuous months in the last 5 years prior to the closing date of this ITQ where the Core Network Service was implemented with a minimum of 2 Points -of-Presence (PoP) in each of 6 or more provinces/territories in Canada. | |
| Reference Project for Mandatory Experience Requirement #4 for Annex B | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (or ongoing if applicable)) | |

| | |
|---|--|
| General project description (e.g. work performed, experience gained) | |
| Name of customer organization | |
| City and province/territory for PoP-1 | |
| City and province/territory for PoP-2 | |
| City and province/territory for PoP-3 | |
| City and province/territory for PoP-4 | |
| City and province/territory for PoP-5 | |
| City and province/territory for PoP-6 | |
| City and province/territory for PoP-7 | |
| City and province/territory for PoP-8 | |
| City and province/territory for PoP-9 | |
| City and province/territory for PoP-10 | |
| City and province/territory for PoP-11 | |
| City and province/territory for PoP-12 | |
| 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 | |

ANNEX C – ITQ REFERENCE PROJECT FORMS FOR STREAM 2: BUILDING ACCESS NETWORK

MANDATORY FOR ALL RESPONDENTS TO QUALIFY AS A BUILDING ACCESS NETWORK SERVICE SUPPLIER

All Building Access Network Service Supplier Respondents must complete all Annex C (#1, #2, #3, #4, #5, #6) ITQ Project Reference Forms for all Mandatory Experience Requirements in this subsection.

| ITQ Reference Project Form: Mandatory Experience Requirement #1 for Annex C | |
|--|--|
| Respondent Legal name | |
| Respondent Address | |
| Mandatory Experience Requirement #1 for Annex C | |
| <p>The Respondent must have provided, as the Prime Contractor, a centralized service desk and network operations center (in Canada and/or the United States of America) to one customer to manage a Building Access Network Service 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 service desk and network operations center it provided met or exceeded all of the following:</p> <ul style="list-style-type: none"> a. provided 7 day x 24 hour x 365 day service monitoring; b. provided 7 day x 24 hour x 365 day incident tracking and escalation; and c. provided bilingual (English and French) phone support. | |
| Reference Project for Mandatory Experience Requirement #1 for Annex C | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day service monitoring | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident tracking and escalation | |
| Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support | |
| 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 | |

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| Customer organization backup reference email | |
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| ITQ Reference Project Form: Mandatory Experience Requirement #2 for Annex C | |
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|------------------------------|--|
| Respondent Legal Name | |
| Respondent Address | |

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| Mandatory Experience Requirement #2 for Annex C |
|--|

The Respondent must have provided, as the Prime Contractor, to one customer a Building Access Network Service 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, with access to all of the following:

- a. incident tickets;
- b. change request tickets;
- c. service reports;
- d. service orders; and
- e. provided access to service and contract documentation.

| |
|--|
| Reference Project for Mandatory Experience Requirement #2 for Annex C |
|--|

| | |
|---|--|
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to incident tickets and change request tickets | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service reports | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service orders | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service and contract documentation | |
| 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 | |

| ITQ Reference Project Form: Mandatory Experience Requirement #3 for Annex C | |
|---|--|
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #3 for Annex C | |
| The Respondent must have provided, as the Prime Contractor, an On-Net ANS to 10 customers in Canada 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. | |
| (Respondents must provide 1 form per customer) | |
| Reference Project for Mandatory Experience Requirement #3 for Annex C | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing an On-Net Access Network Service for a customer | |
| 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 | |

| ITQ Reference Project Form: Mandatory Experience Requirement #4 for Annex C | |
|---|--|
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #4 for Annex C | |
| The Respondent must have provided, as the Prime Contractor, an On-Net ANS to one customer with a minimum of 20 Customer Sites 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. | |
| Reference Project for Mandatory Experience Requirement #4 for Annex C | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experienced gained) | |

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|--|--|
| 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 | |

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| ITQ Reference Project Form: Mandatory Experience Requirement #5 for Annex C | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #5 for Annex C | |
| The Respondent must have provided, as the Prime Contractor, a wired Local Area Network Service to one customer with a minimum of 10 sites with a cumulative total of 500 users 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. | |
| Reference Project for Mandatory Experience Requirement #5 for Annex C | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing Building Edge Network Service for a Local Area Network (wired) to a customer | |
| 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 | |

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|--|--|
| ITQ Reference Project Form: Mandatory Experience Requirement #6 for Annex C | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #6 for Annex C | |
| <p>The Respondent must have provided, as the Prime Contractor, a wireless Local Area Network Service to 5 customers with a minimum of 10 sites with a cumulative total of 500 active users 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.</p> <p>(Respondents must provide 1 form per customer)</p> | |
| Reference Project for Mandatory Experience Requirement #6 for Annex C | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing Building Edge Network Service for a Local Area Network (wireless) to a customer | |
| 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 | |

ANNEX D – ITQ REFERENCE PROJECT FORMS FOR STREAM 3: SOFTWARE DEFINED WIDE AREA NETWORK SERVICE

MANDATORY FOR ALL RESPONDENTS TO QUALIFY AS A SOFTWARE DEFINED WIDE AREA NETWORK SERVICE SUPPLIER

All Software Defined Wide Area Network Service Supplier Respondents must complete all Annex D (#1, #2, #3, #4) ITQ Project Reference Forms for all Mandatory Experience Requirements in this subsection.

| ITQ Reference Project Form: Mandatory Experience Requirement #1 for Annex D | |
|--|--|
| Respondent Legal name | |
| Respondent Address | |
| Mandatory Experience Requirement #1 for Annex D | |
| <p>The Respondent must have provided, as the Prime Contractor, a centralized service desk and network operations center (in Canada and/or the United States of America) to one customer to manage an SD-WAN Service for a period of at least 12 continuous months (which can include the implementation phase) in the last 3 years prior to the closing date of this ITQ. The service desk and network operations center it provided must have met or exceeded all of the following:</p> <p>a. provided 7 day x 24 hour x 365 day service monitoring;</p> <p>b. provided 7 day x 24 hour x 365 day change and incident tracking and escalation; and</p> <p>c. provided bilingual (English and French) phone support.</p> | |
| Reference Project for Mandatory Experience Requirement #1 for Annex D | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day service monitoring | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day change and incident tracking | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident escalations | |
| Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support | |
| 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 | |

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|--|--|
| ITQ Reference Project Form: Mandatory Experience Requirement #2 for Annex D | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #2 for Annex D | |
| <p>The Respondent must have provided, as the Prime Contractor, an SD-WAN Service to one customer for a period of at least 12 continuous months (which can include the implementation phase) in the last 3 years prior to the closing date of this ITQ, with access to all of the following:</p> <ul style="list-style-type: none"> a. incident tickets; b. change request tickets; c. service reports; d. service orders; and e. provided access to service and contract documentation. | |
| Reference Project for Mandatory Experience Requirement #2 for Annex D | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to incident tickets and change request tickets | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service reports | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service orders | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service and contract documentation | |
| 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 | |

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|--|--|
| ITQ Reference Project Form: Mandatory Experience Requirement #3 for Annex D | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #3 for Annex D | |
| <p>The Respondent must have provided, as the Prime Contractor, an SD-WAN Service for at least 3 customers with 30 or more sites for a period of at least 12 continuous months (which can include the implementation phase) in the last 3 years prior to the closing date of this ITQ. The SD-WAN Service must include SD-WAN edge/router devices, controllers and orchestrators.</p> <p>(Respondents must provide 1 form per customer)</p> | |
| Reference Project for Mandatory Experience Requirement #3 for Annex D | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing SD-WAN Services for 3 customers with a minimum of 30 Customer Sites total where the SD-WAN Service included implementation of devices, controllers and orchestrators | |
| 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 | |

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|--|--|
| ITQ Reference Project Form: Mandatory Experience Requirement #4 for Annex D | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #4 for Annex D | |
| The Respondent must have provided, as the Prime Contractor, an SD-WAN Service to one customer for a period of at least 12 continuous months in the last 3 years prior to the closing date of this ITQ where the SD-WAN Service was implemented in 6 or more provinces/territories in Canada. | |
| Reference Project for Mandatory Experience Requirement #4 for Annex D | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing SD-WAN Services as the Prime Contractor to one customer for a period of at least 12 continuous months in the last 3 years prior to the closing date of this ITQ where the SD-WAN Service was implemented in each of 6 or more provinces/territories in Canada. | |
| Name of customer organization | |
| Address of Customer Site 1 | |
| Address of Customer Site 2 | |
| Address of Customer Site 3 | |
| Address of Customer Site 4 | |
| Address of Customer Site 5 | |
| Address of Customer Site 6 | |
| 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 | |

ANNEX E – ITQ REFERENCE PROJECT FORMS FOR STREAM 4: OPTICAL NETWORK SERVICE

MANDATORY FOR ALL RESPONDENTS TO QUALIFY AS AN OPTICAL NETWORK SERVICE SUPPLIER

All **Optical Network Service Supplier Respondents** must complete all Annex E (#1, #2, #3, #4) ITQ Project Reference Forms for all Mandatory Experience Requirements in this subsection.

| ITQ Reference Project Form: Mandatory Experience Requirement #1 for Annex E | |
|--|--|
| Respondent Legal name | |
| Respondent Address | |
| Mandatory Experience Requirement #1 for Annex E | |
| <p>The Respondent must have provided, as the Prime Contractor, a centralized service desk and network operations center (in Canada and/or the United States of America) to one customer to manage an Optical Network Service 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 service desk and network operations center it provided met or exceeded all of the following:</p> <ul style="list-style-type: none"> a. provided 7 day x 24 hour x 365 day service monitoring; b. provided 7 day x 24 hour x 365 day change and incident tracking and escalation; c. provided a service manager; and d. provided bilingual (English and French) phone support. | |
| Reference Project for Mandatory Experience Requirement #1 for Annex E | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day service monitoring | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day change and incident tracking | |
| Specific description regarding that project demonstrating the Respondent's experience in providing a service manager. | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident escalations | |

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| Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support | |
| 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 | |

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| ITQ Reference Project Form: Mandatory Experience Requirement #2 for Annex E | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #2 for Annex E | |
| <p>The Respondent must have provided, as the Prime Contractor, an Optical Network Service to one 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, with access to all of the following:</p> <ul style="list-style-type: none"> a. incident tickets; b. change request tickets; c. service reports; d. service orders; and e. provided access to service and contract documentation. | |
| Reference Project for Mandatory Experience Requirement #2 for Annex E | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to incident tickets and change request tickets | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service reports | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service orders | |
| Specific description regarding that project demonstrating the Respondent's experience in providing access to service and contract documentation | |
| Name of customer organization | |
| Customer organization primary reference name | |
| Customer organization primary reference telephone | |

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| Customer organization primary reference email | |
| Customer organization backup reference name | |
| Customer organization backup reference telephone | |
| Customer organization backup reference email | |

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| ITQ Reference Project Form: Mandatory Experience Requirement #3 for Annex E | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #3 for Annex E | |
| <p>The Respondent must have provided, as the Prime Contractor, an Optical Network Service to 10 customers 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.</p> <p>(Respondents must provide 1 form per customer)</p> | |
| Reference Project for Mandatory Experience Requirement #3 for Annex E | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing an Optical Network Service for a customer | |
| 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 | |

| ITQ Reference Project Form: Mandatory Experience Requirement #4 for Annex E | |
|--|--|
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #4 for Annex E | |
| The Respondent must have provided, as the Prime Contractor, an Optical Network Service to one customer with a minimum of 10 Customer Sites in 2 or more provinces and/ territories in Canada 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. | |
| Reference Project for Mandatory Experience Requirement #4 for Annex E | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Provinces and territories in Canada where Optical Network Service was provided | |
| 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 | |

ANNEX F – ITQ REFERENCE PROJECT FORMS FOR STREAM 5: LEASED DARK FIBRE

MANDATORY FOR ALL RESPONDENTS TO QUALIFY AS A LEASED DARK FIBRE SUPPLIER

All **Leased Dark Fibre Supplier Respondents** must complete all Annex F (#1, #2, #3, #4, #5) ITQ Project Reference Forms for all Mandatory Experience Requirements in this subsection.

| ITQ Reference Project Form: Mandatory Experience Requirement #1 for Annex F | |
|---|--|
| Respondent Legal name | |
| Respondent Address | |
| Mandatory Experience Requirement #1 for Annex F | |
| <p>The Respondent must have provided, as the Prime Contractor, a centralized service desk and network operations center (in Canada) to manage LDF to one 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 service desk and network operations center it provided met or exceeded all of the following:</p> <ul style="list-style-type: none"> a. provided 7 day x 24 hour x 365 day incident tracking and escalation; b. provided a service manager; and c. provided bilingual (English and French) phone support. | |
| Reference Project for Mandatory Experience Requirement #1 for Annex F | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day incident tracking and escalation. | |
| Specific description regarding that project demonstrating the Respondent's experience in providing a service manager. | |
| Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) phone support | |
| Address of location of Service Desk | |
| Address of location of Network Operation Centre | |
| Name of customer organization | |
| Customer organization primary reference name | |
| Customer organization primary reference telephone | |

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| Customer organization primary reference email | |
| Customer organization backup reference name | |
| Customer organization backup reference telephone | |
| Customer organization backup reference email | |

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| ITQ Reference Project Form: Mandatory Experience Requirement #2 for Annex F | |
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #2 for Annex F | |
| The Respondent must have provided, as the Prime Contractor, fibre optic cabling repair services for LDF to one customer for a period of at least 24 continuous months in the last 5 years prior to the closing date of this ITQ. | |
| Reference Project for Mandatory Experience Requirement #2 for Annex F | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| 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 | |

| ITQ Reference Project Form: Mandatory Experience Requirement #3 for Annex E | |
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| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #3 for Annex E | |
| The Respondent must have provided, as the Prime Contractor, LDF to a minimum of 10 customers where the customers must be in both Ontario and Quebec (for example: 6 customers in Ontario, and 4 customers in Quebec). | |
| (Respondents must provide 1 form for each customer) | |
| Reference Project for Mandatory Experience Requirement #3 for Annex E | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| 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 | |

| ITQ Reference Project Form: Mandatory Experience Requirement #4 for Annex F | |
|--|--|
| Respondent Legal Name | |
| Respondent Address | |
| Mandatory Experience Requirement #4 for Annex F | |
| The Respondent must have provided, as the Prime Contractor LDF to a minimum of 100 Customer Sites in Ontario and/or Quebec for one customer. | |
| Reference Project for Mandatory Experience Requirement #4 for Annex F | |
| Entity under contract to perform the reference project | |
| Contract name and Identifier | |
| Project name | |
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
| General project description (e.g. work performed, experience gained) | |
| 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 | |

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| Customer organization backup reference email | |
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| ITQ Reference Project Form: Mandatory Experience Requirement #5 for Annex F | |
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| Respondent Legal Name | |
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| Respondent Address | |
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| Mandatory Experience Requirement #5 for Annex F | |
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| The Respondent must have provided, as the Prime Contractor LDF to one customer where the total value of the contract(s) for the customer was greater than or equal to \$10,000,000.00 in the last 5 years prior to the closing date of this ITQ. | |
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| Reference Project for Mandatory Experience Requirement #5 for Annex F | |
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| Entity under contract to perform the reference project | |
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| Contract name and Identifier | |
|-------------------------------------|--|

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| Project name | |
|---------------------|--|

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|---|--|
| Project duration (including start date, completion of implementation and end date (ongoing if applicable)) | |
|---|--|

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|---|--|
| General project description (e.g. work performed, experience gained) | |
|---|--|

| | |
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| Total value of the contract(s) for LDF to one customer | |
|---|--|

| | |
|--------------------------------------|--|
| Name of customer organization | |
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| Customer organization primary reference name | |
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| Customer organization primary reference telephone | |
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| Customer organization primary reference email | |
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| Customer organization backup reference name | |
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| Customer organization backup reference telephone | |
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| Customer organization backup reference email | |
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ANNEX G – SOCIO-ECONOMIC STRATEGY FORM

All Respondents are requested to complete Annex G in this subsection.

| ITQ Socio-Economic Strategy Form | |
|--|--|
| Respondent Legal name | |
| Respondent Address | |
| <p>The Respondent is requested 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 Government of Canada contract:</p> <p>a. Scenario 1: Describe your socio-economic strategy for a proposed Network Services project with a value of \$100K to be delivered in a small town / rural location. (e.g. Armstrong, Ontario)</p> <p>b. Scenario 2: Describe your socio-economic strategy for a proposed Network Services project with a value of \$100K to be delivered in a city / urban location. (e.g. Vancouver, British Columbia).</p> <p>Your strategy should include such factors as:</p> <p>a. 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.</p> <p>b. Description of how your approach might differ if network services are to be provided in a small town that is in a remote area vs. a city.</p> <p>c. Describe any value-added elements of incorporating underrepresented businesses in your service delivery.</p> | |
| Scenario 1: Describe your socio-economic strategy for a proposed 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 project with a value of \$100K to be delivered in a city / urban location. (e.g. Vancouver, British Columbia) | |

ANNEX H – FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Respondent, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a response and/or bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the response evaluation period, bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Respondent's certifications. Failure to comply with such a request by Canada will also render the response and/or bid non-responsive or will constitute a default under the Contract. For further information on the Federal Contractors Program for Employment Equity visit the ESDC-Labour's website.

Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the ITQ closing date.)

Complete both A and B.

A. Check only one of the following:

A1. The Respondent certifies having no work force in Canada.

A2. The Respondent certifies being a public sector employer.

A3. The Respondent certifies being a federally regulated employer being subject to the *Employment Equity Act*.

A4. The Respondent certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Respondent has a combined workforce in Canada of 100 or more employees; and

A5.1. The Respondent certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

A5.2. The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

B1. The Respondent is not a Joint Venture.

OR

B2. The Respondent is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

ANNEX I – SECURITY REQUIREMENTS CHECKLIST (SRCL)

Will be provided as a separate document at a later date.